Dējavoo℠ Systems

Rethinking Transactions.

USER MANUAL – ALL TERMINAL PRODUCTS

Magic Models: C5, X5, X8, M3, M8

V Series Models: V5, V8, V9, V8 Plus, V9 Plus

ABOUT THIS MANUAL

This manual provides basic instructions for user of Dejavoo Systems terminal products. It is suggested that you read through this document to assist you in getting the full value of using the features provided by your Dejavoo Systems product. Should you need to download additional copies of this manual you can do so on our website, www.dejavoosystems.com, or by emailing support@dejavoosystems.com.

DOCUMENT CONVENTIONS

The following symbols were used throughout this manual allowing the reader to easily identify instructions, explanations and examples of the features found in the Dejavoo Systems terminal application.

When you see this symbol it represents an explanation or a definition of the feature or option you are reading about. Information is provided to assist the user when using the many features and options provided by Dejavoo Systems software.

When you see this symbol it represents important additional information such as an example of how the feature can be used, an important tip for using the feature or an important note to be brought to your attention.

DEFAULT PASSWORD

The terminal's factory default password is 1 2 3 4. This password can be customized either through programming or manually at the terminal level. For more information on how to customize the terminal's security password at the terminal level see page 82 for instructions.

DEJAVOO MENUS

There are multiple menu's that reside in the Dejavoo Systems software the exact number depends primarily on how many applications are being run in the terminal. Please see definitions below:

Core Menu	In this menu you will find features settings that are Global to the terminal, used by all applications. Some examples of Core Menu items are: Adjusting the terminal's Contrast, Setting the terminal's time and date, Printing reports for all applications running in the terminal, etc. For detailed instructions of Core Menu options see page 75.
Application Menu	From the Core menu you can navigate to the different host Application Menu's, for example you can access the Credit/Debit menu where you will find options such as: Transaction Prompts, Value Added Server, and printing Reports only for Credit/Debit transactions, etc. For detailed instructions on Host Application options see page 102.

IDENTIFYING WHICH DEJAVOO PRODUCT YOU HAVE

In this manual you will see instructions and step/action guides for both the Dejvoo MAGIC LINE of terminal products and Dejavoo V SERIES terminal products. Use the chart below to identify which of the instructions to follow for the terminal you are working with.

MAGIC LINE	The models in this line of products includes: C5, X5, X8, M3 & M8 You can identify if your terminal model is part of the MAGIC Line by the following: - Turn your terminal over; the label will identify MAGIC and the model of that specific terminal. - X5 and X8 terminals will say "MAGIC INSIDE" on the printer cover. - There are 3 Navigation Keys under the display, an up arrow, a favorite key and a down arrow.
V SERIES	The models in this line of products includes: V5, V8, V9, V8+, V9+ You can identify if your terminal model is part of the V Series by the following: - The model number printed on the display will begin with a "V" - Turn your terminal over; the label will identify VEGA and the model of that specific terminal. Ie: VEGA5000 - There are 6 Navigation Keys under the display, an F1, F2, F3, F4, an up arrow and a down arrow.

Dejavoo Keypad Layouts

All Dejavoo terminals have a number of keys in common. These keys are the same and perform the same function regardless of the Dejavoo model. Other keys are unique to either one model or a series of models.

Common Keys

KEY	FUNCTION
1-0 Number Keys	• Enter amounts, account numbers, dates and such. • Alphanumeric entry – multitap to access the alpha characters.
Green O	• From the idle prompt is used to access the Main Menu • Functions as the ENTER key.
Red X	• Cancels a transaction • Exits menu options to return to idle prompt
Yellow ←	• Back space to clear data fields • Back out of menu options one level at a time
↑ Arrow	• Navigate up through the menu options • Change transaction types
↓ Arrow	• Navigate down through the menu options • Change transaction types

Dejavoo Magic Line Terminal Keypad Layout

Use the diagram below for keypad layout definitions and navigation of the C5, X5, X8, M3 and M8 Magic Line terminals.

1. Display

   28X64 Pixels Graphical, Backlit with Icons Bar

2. Navigation Buttons

   Up Arrow to Scroll through menus or change Transaction Types.

   Down Arrow to Scroll through menus or change transaction types.

   Hot Key to Access the Favorites Menu.

3. Command Keys

   Cancel Transaction or Return to idle Prompt

   Backspace or Back one menu level

   ENTER or Access Core Menu

4. Alpha Numeric Keypad

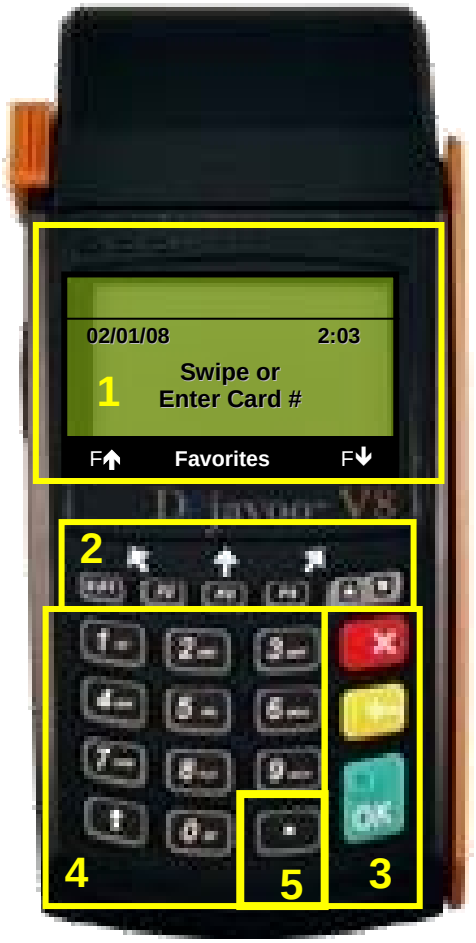
   Multi-tap Alpha Numeric Entry

5. 00 On Screen Help Access

   Access terminal level on screen Help

Dejavoo V Series Terminal Keypad Layout

Use the diagram below for keypad layout definitions and navigation of the V5, V8, V9, V8 Plus and V9 Plus V Series terminals..



1. Display

   28X64 Pixels Graphical, Backlit with Icons Bar

2. Navigation Buttons

F1 Power terminal on and off, reboot terminal power

F2 Respond YES to terminal prompts

F3 Hot Key to Access the Favorites Menu

F4 Respond NO to terminal prompts.

These arrow keys can also be used to navigate up and down through the terminal menu options and to change the transaction type.

3. Command Keys

Cancel Transaction or Return to idle Prompt

Backspace or Back one menu level

OK ENTER or Access Core Menu

4. Alpha Numeric Keypad

   Multi-tap Alpha Numeric Entry

5. On Screen Help Access

   Access terminal level on screen Help

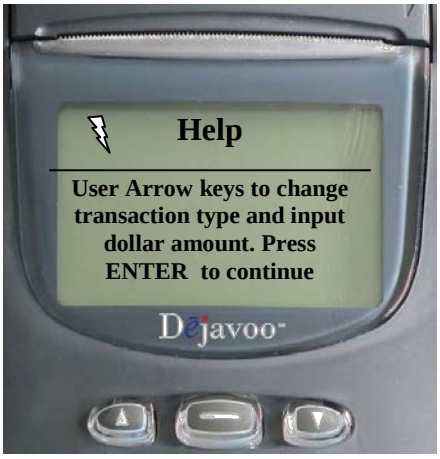
ON SCREEN HELP FEATURE

At any time during a transaction or within any Dejavoo menu the user may press the "00" key on Magic terminals (Double Zero key) and the "•" Key on the V Series terminals to access the on screen help feature. This feature will provide information on the feature itself as well as next step directions. See the examples provided below for guidance.

Example #1: The merchant swiped the customer's credit card but is not sure how to change the transaction type from Credit Sale to Credit Return. He/She can press the 00 key (Magic) or the "•" key (V Series) to access screen level help and the following help screen will appear on the terminal display. Pressing Enter or will return him/her back to the transaction screen.

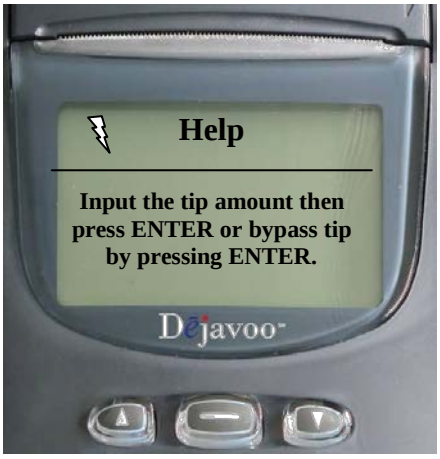
Example #2: Pressing 00 key (Magic) or the "•" key (V Series) over any menu option will provide you with a description and next steps associated with that option.

Example #3: The merchant is prompted to input a TIP amount for the transaction but the customer is not leaving a tip on the card. Unsure what to do he/she presses the 00 key (Magic) or the "•" key (V Series) and is prompted to press ENTER to bypass entering a TIP.



Example #1

Example #2



Example #3

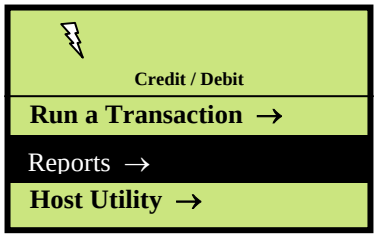
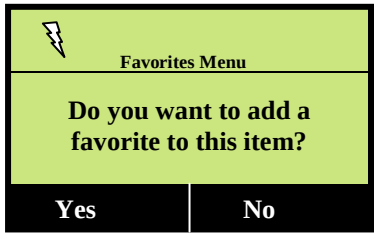
DEJAVOO FAVORITES MENU

WHAT IS THE DEJAVOO "FAVORITES" MENU?

You can designate any menu item from your Dejavoo terminal to be listed in your very own customized terminal menu so you can quickly and easily access the features that matter to you most or as we like to call them – your "Favorites" Who better to decide what should be at your fingertips than you?

SAVING MENU OPTIONS TO "FAVORITES"

You decide what goes in your "Favorite" Menu. You can select up to 20 menu items that you utilize most often or want quick and easy access to. Creating your customized menu is easy. Use the steps below to create a menu all your own.

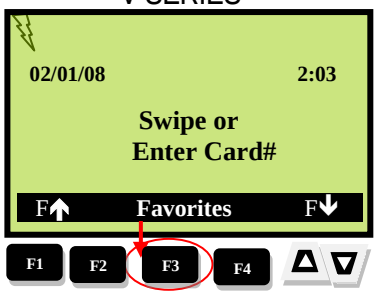
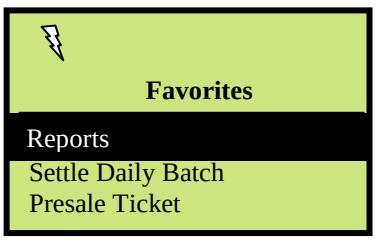
<table>
<tr><th>Step</th><th colspan="2">Action</th><th>Display</th></tr>
<tr><td>1.</td><td colspan="2">From the idle prompt access the menu options by pressing the Green ENTER.</td><td>
</td></tr>
<tr><td>2.</td><td>For Magic
Use the ↑ up and ↓ down arrow keys to locate and highlight the menu option you wish to save as a "Favorite" item. Once highlighted press the asterisk (*) key on the terminals keypad.</td><td>For V Series
Use the ↑ up and ↓ down arrow keys to locate and highlight the menu option you wish to save as a "Favorite" item. Once highlighted press the long arrow ↑ key on the terminals keypad.</td><td> 
</td></tr>
<tr><td>3.</td><td>For Magic
Press the ↑ up arrow to select YES</td><td>For V Series
Press the F2 Key to select YES</td><td> 
</td></tr>
</table>

Continued on next page

CREATING YOUR "FAVORITES" MENU, CONTINUED

Step	Action	Display
4.	In addition to viewing your favorites in a list you will be able to access all favorite items by pressing either the up arrow ▲ (Magic Line) or F2 key (V Series) + it's assigned number or the down arrow ▼ (Magic Line) or F4 key (V Series) + it's assigned number. Using the navigation keys highlight the desired hotkey placement. Highlight your numeric hotkey assignment then press the Green ENTER key to continue.	
5.	Congratulations! You have just saved your first menu item to your Favorites Menu.	
6.	The terminal will return to the Main Menu.	

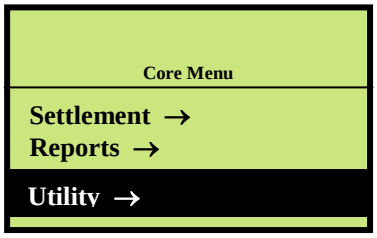
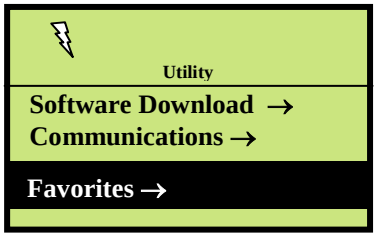
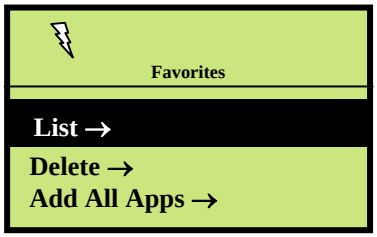
ACCESSING YOUR "FAVORITES" MENU

Step	Action	Display
1.	From the idle prompt you can access your list of Favorites by pressing the middle key located underneath the word "favorites". (see illustration on right)	MAGIC LINE V SERIES 
2.	The menu items you have designated as favorites display as your customized menu. Use the navigation keys to locate and highlight the desired option. Press the Green ENTER key to select. .	
3.	The terminal initiates the selected action.	

MANAGING "FAVORITES"

From time to time it may become necessary for the user to manage the favorites they previously set up. This too can be done from the terminal level. The following options are provided to Manage the terminal's Favorites Menu:

- List
- Delete
- Add All Apps
- Print

Step	Action	Display
1.	From the idle prompt access the Core menu options by pressing the Green ENTER key.	
2.	From the Core Menu use the arrow keys to scroll down and highlight UTILITY. Then press the Green ENTER Key.	
3.	Press the ▼ down arrow to highlight FAVORITES. Press the F4 key to highlight FAVORITES.	
4.	Use the up▲ and down▼ arrow keys to highlight the desired option Press the Green ENTER key to select.	
5.	The terminal initiates the requested action.	

TRANSACTIONS

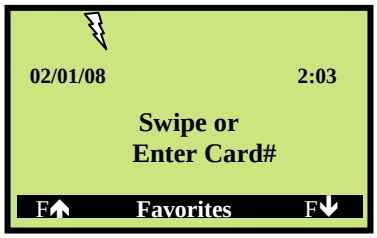
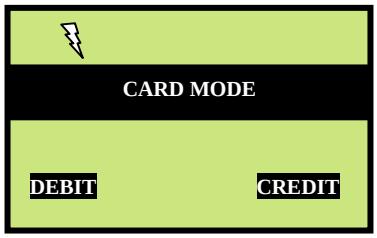
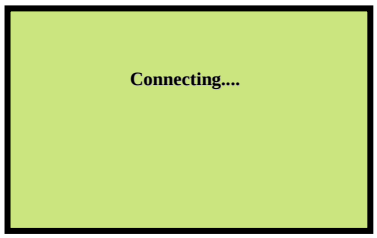
SALE TRANSACTIONS

This section describes the steps necessary to complete a Credit or Debit card sale. Please note that if additional transaction prompts are enabled they will present themselves in the flow of the transaction, for example: If Clerk ID is enabled then you will also be prompted to enter the Clerk ID during the transaction. Sale transactions demonstrated in this section are the following:

- Credit Swiped
- Credit Manual Entry
- Credit AVS
- Credit with Card Code
- Debit Sale
- Cash Sale

CREDIT CARD SALE - SWIPED

Use the chart below to process a credit sale when the credit card is swiped at the point of sale.

Step	Action	Display
1.	From the IDLE PROMPT, Swipe Credit Card.	
2.	For Magic: Press the ▼ down arrow to select CREDIT. For V Series: Press the F4 key to select CREDIT.	
3.	Terminal defaults to "Sale.....Enter Amount $0.00" Input the dollar amount of the sale. The terminal displays the numeric value as it is being entered.	
4.	Press ENTER to confirm the amount entered The terminal communicates out to the host (via dialing or IP connection) Terminal displays "Connecting... Transmitting.... Receiving Data..."	

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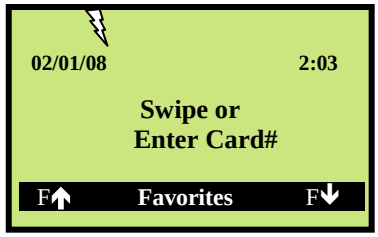
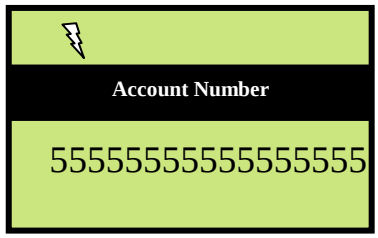
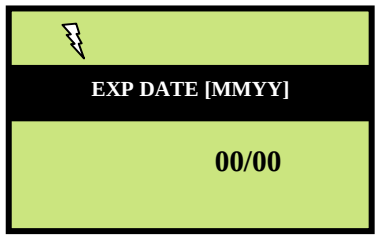
CREDIT CARD SALE – SWIPED, CONTINUED

Step	Action	Display
5.	The terminal flashes the host response and prints sales receipt.	
6.	Terminal returns to the idle prompt.	

CREDIT CARD SALE – MANUAL ENTRY

Use the chart below to process a credit sale when the credit card number and expiration date are manually entered at the point of sale using the terminal's key pad.

Tip: It is always a best practice to swipe the credit card through the terminals card reader. Manual entry of a card number should be done only when necessary.

Step	Action	Display
1.	From the IDLE PROMPT, Use the numeric keypad to manually key in the credit card account number.	
2.	Press ENTER to confirm your entry.	
3.	Terminal Displays "Enter Expiration Date From Card MMYY" Input the expiration date from the front of the card. Press ENTER to confirm your entry.	

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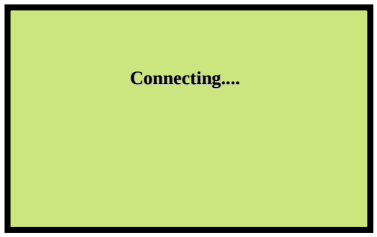
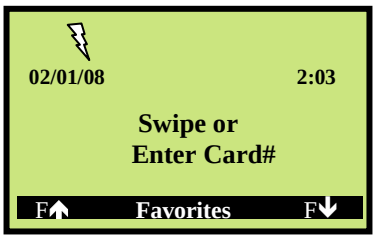
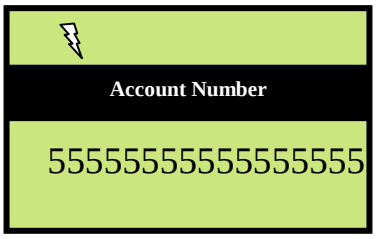
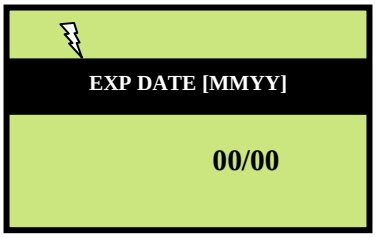
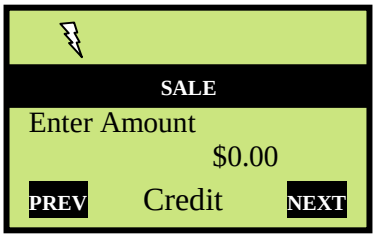
Step	Action	Display
4.	Terminal defaults to "Sale.....Enter Amount $0.00" Input the dollar amount of the sale. The terminal displays the numeric value as it is being entered.	
5.	The terminal communicates out to the host (via dialing or IP connection) Terminal displays "Connecting... Transmitting.... Receiving Data..."	
6.	The terminal flashes the host response and prints sales receipt.	
7.	Terminal returns to the idle prompt.	

CREDIT CARD SALE – AVS

Use the chart below to process a credit sale when AVS options have been enabled. The following instructions depict AVS settings of Manual Entry when Card is NOT Present. Please note that AVS prompts during a transaction will vary depending on individual configuration. To learn more about setting AVS options and configurations, see page 153.

Tip: It is recommended you check with your merchant bank prior to changing AVS settings in your terminal.

Step	Action	Display
1.	From the IDLE PROMPT, Use the numeric keypad to manually key in the credit card account number.	
2.	Press ENTER to confirm your entry.	
3.	Terminal Displays “Enter Expiration Date From Card MMYY” Input the expiration date from the front of the card. Press ENTER to confirm your entry.	
4.	Terminal defaults to “Sale.....Enter Amount $0.00” Input the dollar amount of the sale. The terminal displays the numeric value as it is being entered.	

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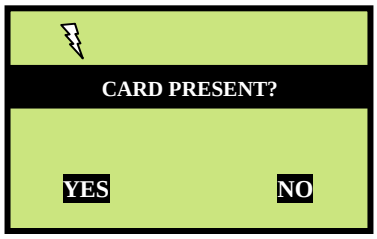
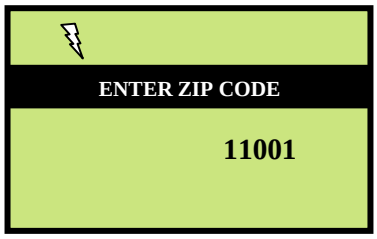
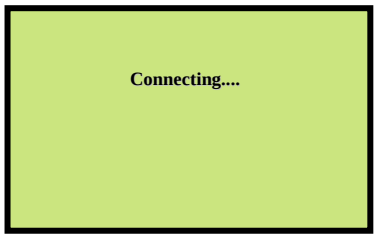
<table>
<tr><th>Step</th><th>Action</th><th>Display</th></tr>
<tr><td>5.</td><td>Terminal Displays “Is The Card Present?” Using the navigation keys move the cursor to highlight your selection. Press ENTER to confirm.
<table><tr><th>If</th><th>Then</th></tr><tr><td>If Card is Present
Press YES</td><td>Proceed to
Step 8</td></tr><tr><td>If Card is Not Present
Press NO</td><td>Proceed to
Step 6</td></tr></table></td><td> 
</td></tr>
<tr><td>6.</td><td>Terminal Displays “Enter Address”. Input the numeric portion of the address only. The terminal displays the numeric value as it is typed.

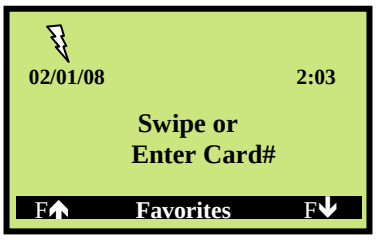
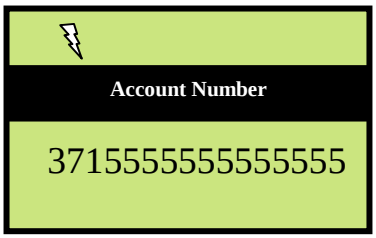
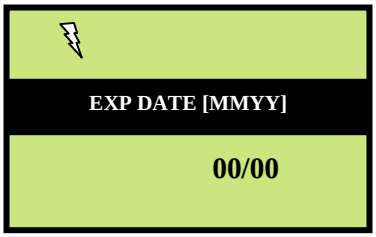
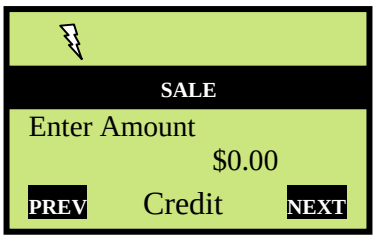
Press ENTER to confirm your entry.</td><td>
</td></tr>
<tr><td>7.</td><td>Terminal Displays “Enter Zip Code”. Using the key pad input the card holder’s zip code. The terminal displays the numeric value as it is typed.

Press ENTER to confirm your entry.</td><td> 
</td></tr>
<tr><td>8.</td><td>The terminal communicates out to the host (via dialing or IP connection)
Terminal displays “Connecting... Transmitting....
Receiving Data...”</td><td> 
</td></tr>
<tr><td>9.</td><td>The terminal flashes the host response and prints sales receipt.</td><td>
</td></tr>
<tr><td>10.</td><td colspan="2">Terminal returns to the idle prompt.</td></tr>
</table>

CREDIT CARD SALE –WITH CARD CODE (CVV, CVC, CID)

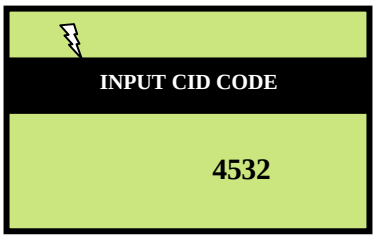
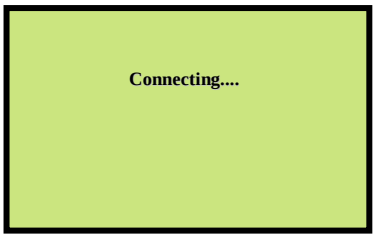
When the Card Code option is enabled the terminal will prompt during the transaction for the three digit code on the back of the card or the four digit code on the front of the card for American Express & Discover cards.
Please note Card Code needs to be enabled in the Set Up Menu for Credit/Debit. To learn more about Card Code options and configurations, see page 150.

- Swiping VISA prompts for a CVV2 code, 3 digits found on the back of the card.
- Swiping MasterCard prompts for CVC2 code, 3 digits found on the back of the card.
- Amex & Discover prompts for CID code, 4 digits found on front of the card.

Step	Action	Display
1.	From the IDLE PROMPT, Use the numeric keypad to manually key in the credit card account number.	
2.	Press ENTER to confirm your entry.	
3.	Terminal Displays “Enter Expiration Date From Card MMYY” Input the expiration date from the front of the card. Press ENTER to confirm your entry.	
4.	Terminal defaults to “Sale....Enter Amount $0.00“ Input the dollar amount of the sale. The terminal displays the numeric value as it is being entered.	

Continued on next page

CREDIT CARD SALE –WITH CARD CODE (CVV, CVC, CID), CONTINUED

Step	Action	Display
5.	Input the CVV2, CID or CVC2 information found on the credit card. Press ENTER to confirm your entry.	
6.	The terminal communicates out to the host (via dialing or IP connection) Terminal displays “Connecting... Transmitting.... Receiving Data...”	
7.	The terminal flashes the host response and prints sales receipts.	
8.	The terminal returns to the idle prompt.	

RETAIL RECEIPT – CREDIT SALE

MERCHANT'S COPY

A
ABC STORE
4534 Any Street
Somewhere, NY 111111
(555)-777-8888

– – – – – – – – – – – – – – – – –

B 04/07/07 09:00
C Trans #:1 Batch #:1
D Invoice #: 105
E Clerk #: 4

F **S A L E**

G Acct: **********5555
H Type: MASTERCARD
I Entry: Card Swiped

J **AMOUNT: $164.38**

K Resp: Approved
L Code: 123456

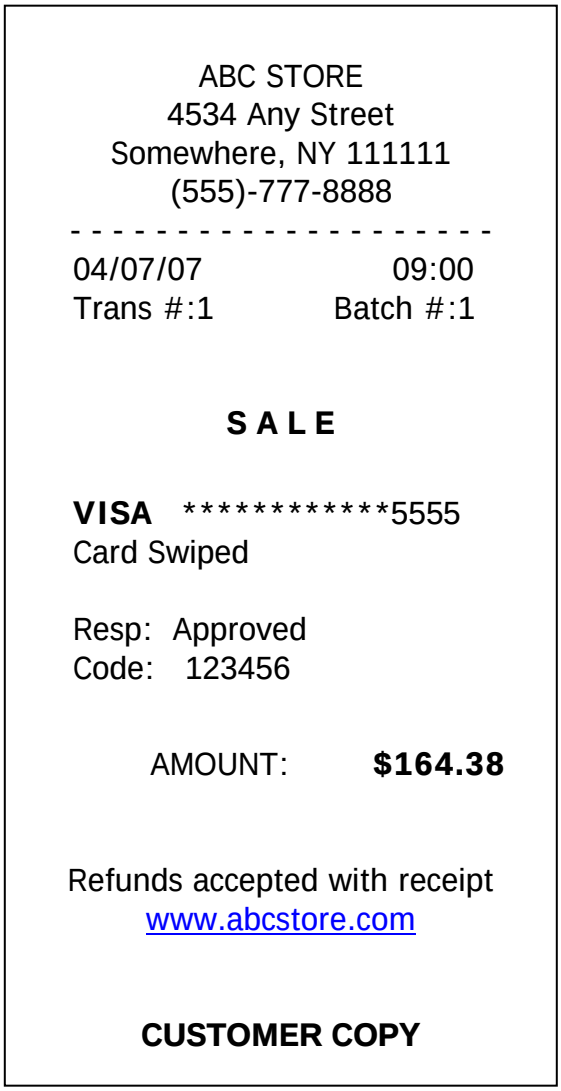
M (Disclaimer here)

N X_____
O Customer Name

P **MERCHANT COPY**

Line	Definition
A	Merchant Header 5 lines, 24 characters per line.
B	Date & Time of transaction.
C	Transaction # and Batch #
D	Invoice Number
E	Clerk #
F	Transaction Type, i.e.: Sale, Refund, Void, etc.
G	Card Number.
H	Card Type Identification.
I	Method of Card Entry (Ie. Manual, Swiped, etc.)
J	Amount of transaction
K	Response from Host.
L	Approval Code from Host
M	Credit Disclaimer
N	Signature Line
O	Customer's Name from Track 1 of Card
P	Identifies this is the Merchant's Copy.

CUSTOMER 'S COPY

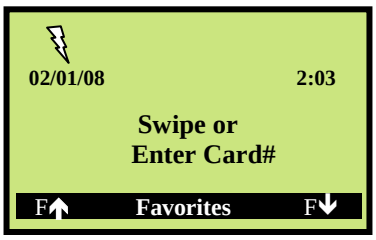
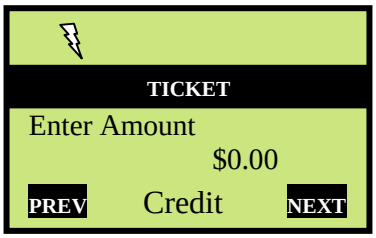
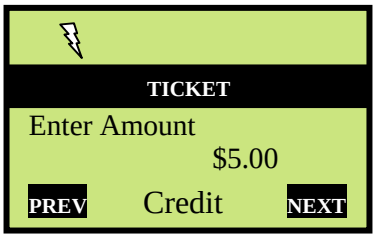
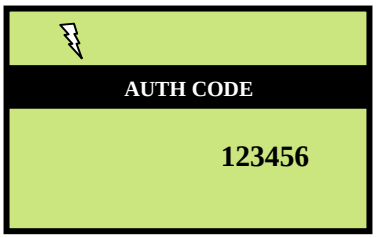


Line	Definition
A	Merchant Header 5 lines, 24 characters per line.
B	Date & Time of transaction.
C	Transaction # and Batch #
D	Transaction Type, i.e.: Sale, Refund, Void,etc.
E	Card Type & Truncated Card Number.
F	Entry Method, i.e: Swiped or Manual
G	Host Response, i.e.: Approved, Declined, etc.
H	Host Authorization Code
I	Dollar Amount of the transaction
J	Merchant Trailer up to 5 lines, 24 characters per line.
K	Identifies this is the Customer's Copy.

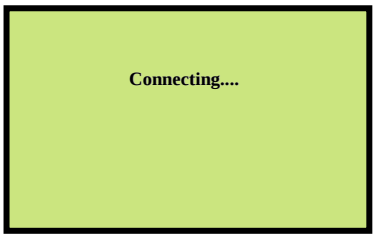
TICKET ONLY SALE

This transaction is used when an Authorization Number has already been obtained via Authorize only transaction or through voice authorization.

<u>For Example</u>: To rent a canoe at Lake Cawanna there is a $75.00 deposit at the time of the rental. The merchant processes an Auth Only transaction for the $75.00, receiving an authorization code for the funds but not actually charging the credit card. The merchant charges the credit card when the canoe is brought back by processing a TICKET ONLY sale using the authorization number he/she previously obtained.

<table>
<tr><th>Step</th><th>Action</th><th>Display</th></tr>
<tr><td>1.</td><td>From the IDLE PROMPT, Swipe Credit Card.</td><td> 
</td></tr>
<tr><td>2.</td><td><table><tr><th>For Magic</th><th>For V Series</th></tr><tr><td>Press the ▲ up or down ▼ arrow on the keypad to change the transaction type until the terminal displays TICKET.</td><td>Press the F2 Key or the F4 Key on the keypad to change the transaction type until the terminal displays TICKET.</td></tr></table></td><td> 
</td></tr>
<tr><td>3.</td><td>The terminal now displays “TICKET, Enter Amount”
Input the dollar amount of the Ticket Only sale and press ENTER to confirm the amount.
The terminal displays the numeric value as it is being entered.</td><td> 
</td></tr>
<tr><td>4.</td><td>The terminal displays “AUTH CODE”
Input the Authorization code previously obtained for this transaction.
The terminal displays the numeric value as it is being entered.
Press ENTER to confirm your entry.</td><td> 
</td></tr>
</table>

Continued on next page

<table>
<tr><th>Step</th><th>Action</th><th>Display</th></tr>
<tr><td>5.</td><td>
<table>
<tr><th>If</th><th>Then</th></tr>
<tr><td>Transaction is offline
(Not host based)</td><td>The Terminal Does Not Dial Out – Prints Receipt Only.</td></tr>
<tr><td>Transaction is Live
(Host Based)</td><td>The terminal communicates out to the host (via dialing or IP connection)
Terminal displays “Connecting... Transmitting.... Receiving Data...”</td></tr>
</table>
</td><td> 
</td></tr>
<tr><td>6.</td><td>The terminal flashes the host response and prints sales receipt.</td><td>
</td></tr>
<tr><td>7.</td><td colspan="2">Terminal returns to the idle prompt.</td></tr>
</table>

RETAIL RECEIPT – TICKET ONLY

MERCHANT COPY

ABC STORE
4534 Any Street
Somewhere, NY 111111
(555)-777-8888

_ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _

04/07/07	09:00
Trans #:1	Batch #:1
Invoice #:	105
Clerk #:	4

TICKET

Acct:	**********5555
Type:	VISA
Entry:	Card Swiped

AMOUNT: **$164.38**

POST AUTH
Code: 123456

(Disclaimer here)

X_____
Customer Name

MERCHANT COPY

CUSTOMER COPY

ABC STORE
4534 Any Street
Somewhere, NY 111111
(555)-777-8888

- - - - - - - - - - - - - - - - - - - -

04/07/07	09:00
Trans #:1	Batch #:1
Invoice #:	105
Clerk #:	4

TICKET

Acct:	**********5555
Type:	VISA
Entry:	Card Swiped

AMOUNT: **$164.38**

POST AUTH
Code: 123456

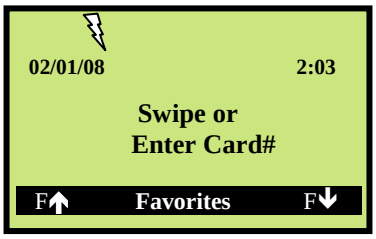
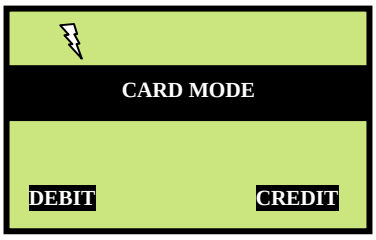
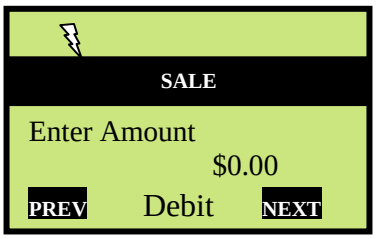
Refunds accepted with receipt
www.abcstore.com

CUSTOMER COPY

<u>Note:</u> With a TICKET ONLY sale the authorization code shown on the receipt will be the authorization number previously obtained and used during the TICKET ONLY transaction.

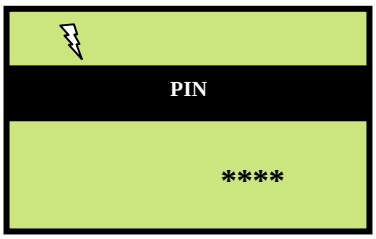
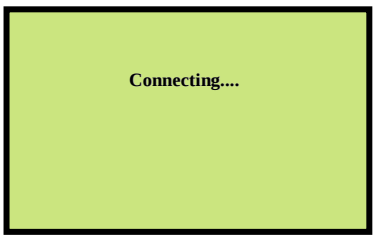
DEBIT CARD SALE

Use the chart below to process a Debit Card sale. It is important to note that for security and regulations manually entering a debit card is not allowed, debit cards must always be swiped at the point of sale. For a successful transaction you must be a debit card accepting merchant.

<table>
<tr><th>Step</th><th>Action</th><th>Display</th></tr>
<tr><td>1.</td><td>From the IDLE PROMPT, Swipe DEBIT Card.</td><td> 
</td></tr>
<tr><td>2.</td><td><table><tr><th>For Magic</th><th>For V Series</th></tr><tr><td>Press the ▲ up arrow to select DEBIT.</td><td>Press the F2 Key to select DEBIT.</td></tr></table></td><td> 
</td></tr>
<tr><td>3.</td><td>Terminal defaults to “Sale.....Enter Amount $0.00 “ Input the dollar amount of the sale. The terminal displays the numeric value as it is being entered.</td><td> 
</td></tr>
<tr><td>4.</td><td>Terminal displays “Enter Cash Back Amount”<table><tr><th>If</th><th>Then</th></tr><tr><td>No Cash Back is Desired</td><td>Press ENTER</td></tr><tr><td>Cash Back Requested</td><td>Input dollar amount of cash back desired then Press ENTER to confirm your entry.</td></tr></table></td><td>
</td></tr>
</table>

Continued on next page

DEBIT CARD SALE, CONTINUED

Step	Action	Display
5.	Have Customer Input PIN number and then press ENTER.	
6.	The terminal communicates out to the host (via dialing or IP connection) Terminal displays “Connecting... Transmitting.... Receiving Data...”	
7.	The terminal flashes the host response and prints debit receipt.	
8.	The terminal returns to the idle prompt.	

RETAIL RECEIPT – DEBIT SALE

MERCHANT COPY

ABC STORE
4534 Any Street
Somewhere, NY 111111
(555)-777-8888

04/07/07	09:00
Trans #:1	Batch #:1
Invoice #:	105
Clerk #:	4

S A L E

Acct:	**********5555
Type:	Debit
Entry:	Card Swiped

Resp: Approved
Code: 123456

TRANS AMOUNT:	$40.38
CASH BACK:	$15.00
TOTAL AMOUNT:	**$55.38**

MERCHANT COPY

CUSTOMER COPY

ABC STORE
4534 Any Street
Somewhere, NY 111111
(555)-777-8888

04/07/07	09:00
Trans #:1	Batch #:1
Invoice #:	105
Clerk #:	4

S A L E

Acct:	**********5555
Type:	Debit
Entry:	Card Swiped

Resp: Approved
Code: 123456

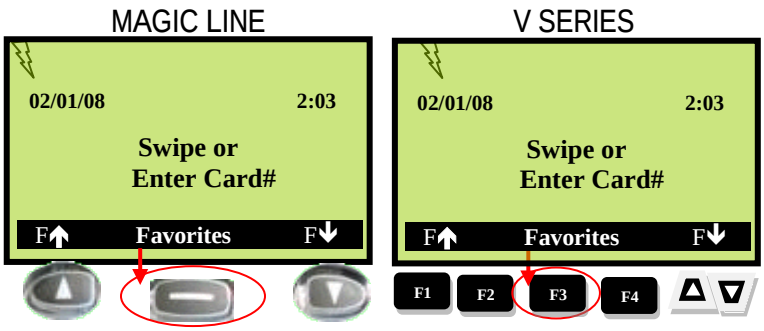
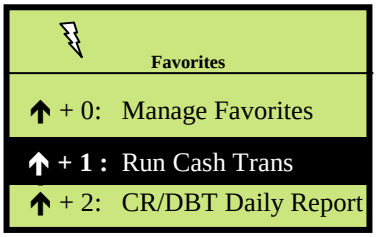
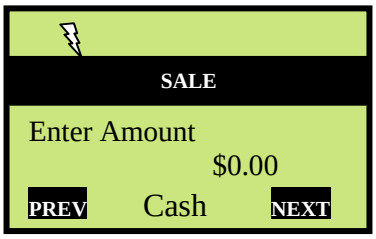
TRANS AMOUNT:	$40.38
CASH BACK:	$15.00
TOTAL AMOUNT:	**$55.38**

Refunds accepted with receipt
www.abcstore.com

CUSTOMER COPY

CASH SALE

Use the chart below to record a cash sale in your Dejavoo payment terminal. It is important to note that cash transactions do not communicate with your processing bank. They are recorded in your terminal for your reporting purposes.

Step	Action	Display
1.	From the IDLE PROMPT, press the button under the word FAVORITES.	
2.	Press the ▼ down arrow to highlight RUN A CASH TRANSACTION in the favorites menu then press the green ENTER key.	
3.	Terminal defaults to "Sale.....Enter Amount $0.00 " Input the dollar amount of the cash sale. The terminal displays the numeric value as it is being entered. Press the green ENTER key.	
4.	The terminal prints the cash receipts and returns to the idle prompt.	

RECEIPT EXAMPLE – CASH SALE

MERCHANT COPY

ABC STORE
4534 Any Street
Somewhere, NY 111111
(555)-777-8888

04/07/07	09:00
Trans #:1	Batch #:1
Invoice #:	105
Clerk #:	4

S A L E

Type:	Cash
Entry:	Manual

AMOUNT: $55.38

Resp:	Approved
Code:	x

MERCHANT COPY

CUSTOMER COPY

ABC STORE
4534 Any Street
Somewhere, NY 111111
(555)-777-8888

04/07/07	09:00
Trans #:1	Batch #:1
Invoice #:	105
Clerk #:	4

S A L E

Type:	Cash
Entry:	Manual

AMOUNT: $55.38

Resp:	Approved
Code:	x

CUSTOMER COPY

RETAIL WITH TIP TRANSACTIONS

Retail with tip transactions are designed for those merchants that accept gratuity but are assigned retail MCC codes. For example: Taxi, Car Service, Salon, Maintenance, etc. It is required for retail transactions with tip that both the transaction amount and the tip amount are authorized as one amount during the original sale, unlike the pre-auth and post-auth of a restaurant tip transaction. Retail tips cannot be added at a later time.

To accomplish this we use a process that includes a PRESALE TICKET, which has only sale amount information on it. The presale ticket will allow the merchant to hand their customers a receipt showing the amount of the transaction along with a tip line. The customer can then fill out the tip line, the total line and hand the receipt and their credit card back to the merchant for payment. This allows the merchant to swipe the card, enter the amount of the transaction as well as the tip amount when prompted during the transaction. Use of this feature is optional, you do not have to print a presale ticket for retail with tip, it simply eliminates having to ask the customer if he/she will be leaving a tip on the card during the transaction.

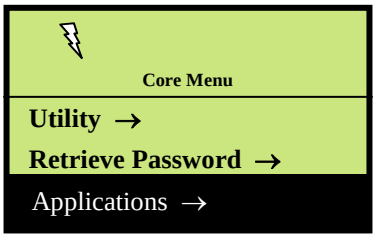
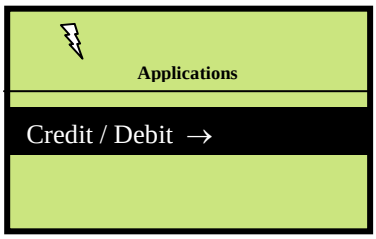
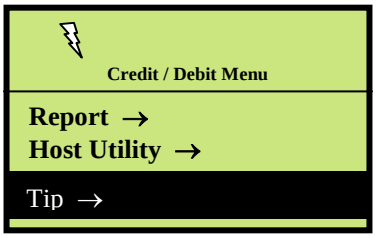
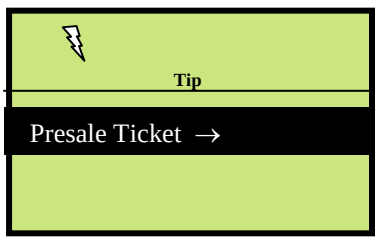
Transaction types that allow retail with tip are the following:

- Swiped Credit
- Manual Credit
- AVS Credit
- CVV2 Credit
- Debit Sale

For Example: *The customer gets a haircut at the local barber shop. When finished the merchant (the barber) prints out a presale ticket for $20.00 which is the dollar amount due to for the haircut and hands it to the customer. The customer writes down another $5.00 on the tip line and writes $25.00 on the total line then hands it back to the barber with his credit card. When the barber completes the sale he is prompted to enter the amount which is $20.00 and then prompted to enter the tip amount which he now knows from the Presale Ticket is $5.00 (he doesn't have to ask the customer if he's leaving a tip).*

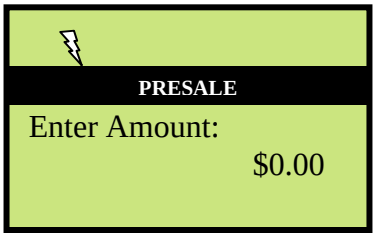
PRESALE TICKET

Use the chart below to enable the Inline Tip function. This will allow you to access the Presale Ticket feature.

Step	Action	Display
1.	From the idle prompt press the ENTER key to access the Core Menu.	
2.	From the Core Main Menu use the navigation keys to highlight APPLICATIONS. Press the Green ENTER key to select.	
3.	Use the arrow keys to highlight CREDIT/DEBIT application. Press the Green ENTER key to select.	
4.	Use the navigation keys to highlight the option for TIP. Press the Green ENTER key to select.	
5.	Use the navigation keys to highlight the option for PRESALE TICKET Press the Green ENTER key to select.	

Continued on next page

PRESALE TICKET, CONTINUED

Step	Action	Display
6.	Input the dollar amount for the presale ticket. ** Important ** Note: This is NOT a sale. A sale transaction will need to be completed after the presale ticket is completed by the cardholder.	
7.	The presale ticket prints. Allow customer to complete presale ticket and return to cashier with their method of payment. See example of Presale Ticket on next page.	

RETAIL RECEIPT – PRESALE TICKET ONLY

ABC STORE
4534 Any Street
Somewhere, NY 111111
(555)-777-8888

- -

04/07/07 09:00

P R E S A L E TICKET

AMOUNT: $40.38

TIP AMOUNT: $ __.____

TOTAL: $ __.____

Please Complete and Submit With Your Payment

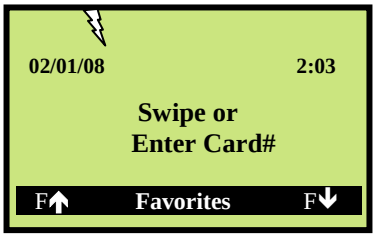
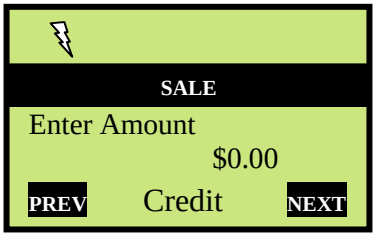
*** Important ** Note: This is NOT a sale. A sale transaction will need to be completed after the presale ticket is completed by the cardholder.*

Use the charts in this section to process RETAIL Credit card and Debit card sale transactions with a tip. For documentation purposes the steps provided include the transaction prompt for entering CLERK ID, but it should be noted that this and other prompts are configurable in the terminals SET UP (Transaction Prompts) menu and are optional. Retail with tip can be enabled and disabled in the terminal menu, for more information please see page 157. .

This document includes the following retail with tip transactions:

- Credit Swiped
- Credit Manual Entry
- Credit AVS
- Credit CVV2
- Debit Sale

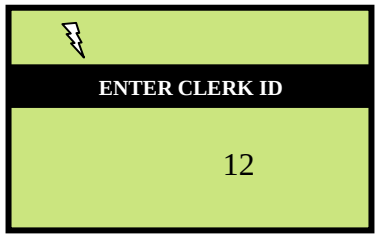
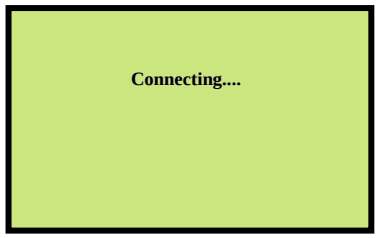
Credit With Tip - Swiped

Step	Action	Display
1.	From the IDLE PROMPT, Swipe CREDIT Card.	
2.	Terminal defaults to "Sale.....Enter Amount $0.00 " Input the dollar amount of the sale before the tip. The terminal displays the numeric value as it is being entered.	
3.	The terminal displays the base amount and "Input Tip Amount".	

If	Then
Presale Ticket was used	Input the tip amount from the presale ticket then press ENTER.
Presale Ticket was NOT used	Input the tip amount requested by customer then press ENTER.
No tip is being left on the card	Press ENTER to bypass the tip amount.

Continued on next page

CREDIT WITH TIP - SWIPED, CONTINUED

Step	Action		Display
	For Magic	For V Series	
4.	If the amount shown is correct press the ▲ up arrow to confirm, if it is not correct press the ▼ down arrow and re-enter the amount. (from Step 3)	If the amount shown is correct press the F2 Key to confirm, if it is not correct press the F4 Key and re-enter the amount. (from Step 3)	
5.	The terminal displays "Enter Clerk ID" Using the keypad input the Clerk ID. Press ENTER to confirm your entry.		
6.	The terminal communicates out to the host (via dialing or IP connection) Terminal displays "Connecting... Transmitting.... Receiving Data..."		
7.	The terminal flashes the host response and prints sales receipt.		
8.	Terminal returns to the idle prompt.		

RETAIL RECEIPT – RETAIL WITH TIP

MERCHANT COPY

ABC STORE
4534 Any Street
Somewhere, NY 111111
(555)-777-8888

04/07/07 09:00
Trans #:1 Batch #:1
Invoice #: 105
Clerk #: 4

S A L E

Acct**:** **********5555
Type: MASTERCARD
Entry: Card Swiped

TRANS AMOUNT: $40.38
TIP AMOUNT: $15.00

TOTAL AMOUNT: 55.38

Resp: Approved
Code: 123456

(Disclaimer here)

X_____
Customer Name

MERCHANT COPY

CUSTOMER COPY

ABC STORE
4534 Any Street
Somewhere, NY 111111
(555)-777-8888

04/07/07 09:00
Trans #:1 Batch #:1
Invoice #: 105
Clerk #: 4

S A L E

Acct**:** **********5555
Type: MASTERCARD
Entry: Card Swiped

TRANS AMOUNT: $40.38
TIP AMOUNT: $15.00

TOTAL AMOUNT: **$55.38**

Resp: Approved
Code: 123456

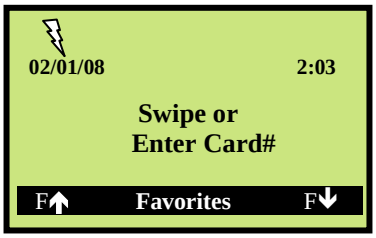
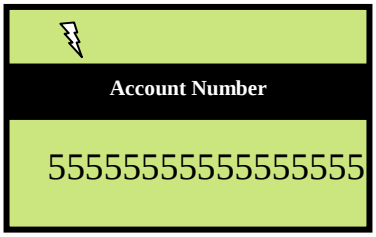
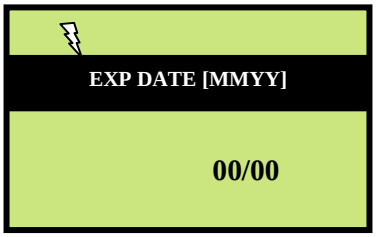
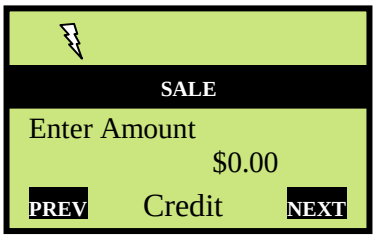
Refunds accepted with receipt
www.abcstore.com

CUSTOMER COPY

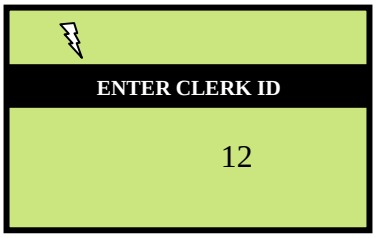
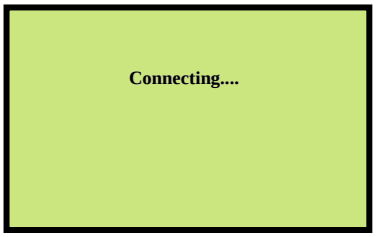
CREDIT W/TIP – MANUALLY ENTERED

Use the chart below to process a credit Retail with Tip sale when the credit card number and expiration date are manually entered at the point of sale using the terminal's key pad.

Tip: It is always a best practice to swipe the credit card through the terminals card reader. Manual entry of a card number should be done only when necessary.

Step	Action	Display
1.	From the IDLE PROMPT, Use the numeric keypad to manually key in the credit card account number.	
2.	Press ENTER to confirm your entry.	
3.	Terminal Displays "Enter Expiration Date From Card MMYY" Input the expiration date from the front of the card. Press ENTER to confirm your entry.	
4.	Terminal defaults to "Sale.....Enter Amount $0.00 " Input the dollar amount of the sale before the tip. The terminal displays the numeric value as it is being entered.	

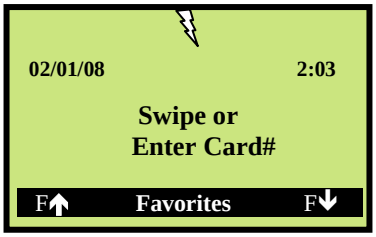
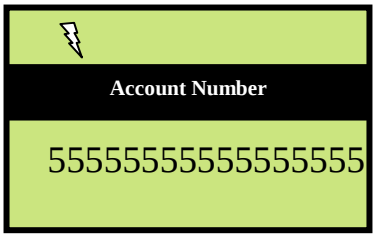
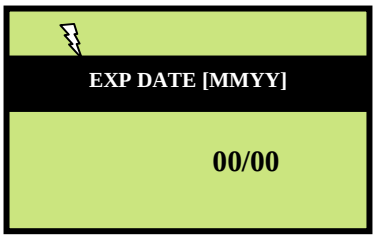
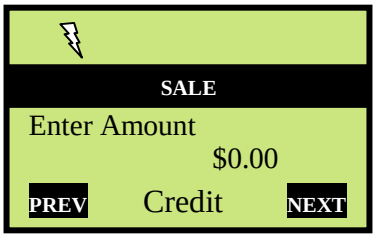
Continued on next page

<table>
<tr><th>Step</th><th>Action</th><th>Display</th></tr>
<tr><td>5.</td><td>The terminal displays the base amount and “Input Tip Amount”.
<table><tr><th>If</th><th>Then</th></tr><tr><td>Presale Ticket was used</td><td>Input the tip amount from the presale ticket then press ENTER.</td></tr><tr><td>Presale Ticket was NOT used</td><td>Input the tip amount requested by customer then press ENTER.</td></tr><tr><td>No tip is being left on the card</td><td>Press ENTER to bypass the tip amount.</td></tr></table></td><td> </td></tr>
<tr><td>6.</td><td><table><tr><th>For Magic</th><th>For V Series</th></tr><tr><td>If the amount shown is correct press the ▲ up arrow to confirm, if it is not correct press the ▼ down arrow and re-enter the amount. (from Step 3)</td><td>If the amount shown is correct press the F2 Key to confirm, if it is not correct press the F4 Key and re-enter the amount. (from Step 3)</td></tr></table></td><td> </td></tr>
<tr><td>7.</td><td>The terminal displays “Enter Clerk ID”
Using the keypad input the Clerk ID.
Press ENTER to confirm your entry.</td><td>  </td></tr>
<tr><td>8.</td><td>The terminal communicates out to the host (via dialing or IP connection)
Terminal displays “Connecting... Transmitting.... Receiving Data...”</td><td>  </td></tr>
<tr><td>9.</td><td>The terminal flashes the host response and prints sales receipt.</td><td> </td></tr>
<tr><td>10.</td><td colspan="2">Terminal returns to the idle prompt.</td></tr>
</table>

Credit W/Tip –With AVS

Use the chart below to process Retail with Tip sale when AVS options have been enabled. The following instructions depict AVS settings of Manual Entry when Card is NOT Present. Please note that AVS prompts during a transaction will vary depending on individual configuration. To learn more about AVS options and configuration, see page 152.

Tip: It is recommended you check with your merchant bank prior to changing AVS settings in your terminal.

Step	Action	Display
1.	From the IDLE PROMPT, Use the numeric keypad to manually key in the credit card account number.	
2.	Press ENTER to confirm your entry.	
3.	Terminal Displays “Enter Expiration Date From Card MMYY” Input the expiration date from the front of the card. Press ENTER to confirm your entry.	
4.	Terminal defaults to “Sale.....Enter Amount $0.00 “ Input the dollar amount of the sale before the tip. The terminal displays the numeric value as it is being entered.	

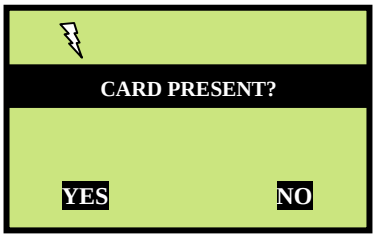
Continued on next page

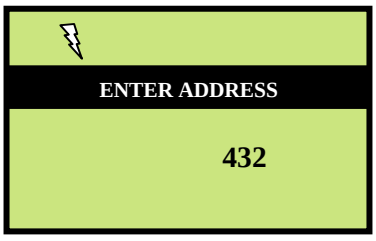
<table>
<tr><th>Step</th><th>Action</th><th>Display</th></tr>
<tr><td>5.</td><td>The terminal displays the base amount and “Input Tip Amount”.
<table><tr><th>If</th><th>Then</th></tr><tr><td>Presale Ticket was used</td><td>Input the tip amount from the presale ticket then press ENTER.</td></tr><tr><td>Presale Ticket was NOT used</td><td>Input the tip amount requested by customer then press ENTER.</td></tr><tr><td>No tip is being left on the card</td><td>Press ENTER to bypass the tip amount.</td></tr></table></td><td> </td></tr>
<tr><td>6.</td><td><table><tr><th>For Magic</th><th>For V Series</th></tr><tr><td>If the amount shown is correct press the ▲ up arrow to confirm, if it is not correct press the ▼ down arrow and re-enter the amount. (from Step 3)</td><td>If the amount shown is correct press the F2 Key to confirm, if it is not correct press the F4 Key and re-enter the amount. (from Step 3)</td></tr></table></td><td> </td></tr>
<tr><td>7.</td><td><table><tr><th>For Magic</th><th>For V Series</th></tr><tr><td>Terminal Displays “Is The Card Present?”

press the ▲ up arrow to confirm card present or , if it is not present press the ▼ down arrow

Press ENTER to confirm.</td><td>Terminal Displays “Is The Card Present?”

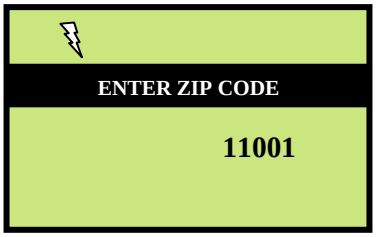
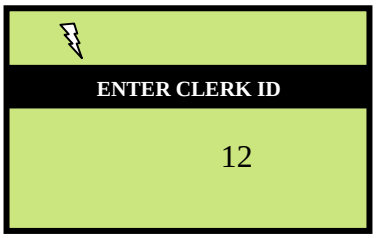
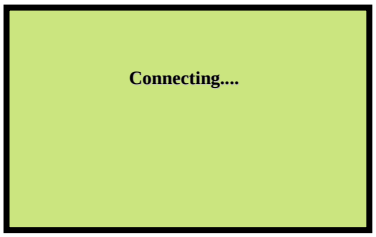
press the F2 Key to confirm card present or , if it is not present press the F4 Key

Press ENTER to confirm.</td></tr></table><table><tr><th>If</th><th>Then</th></tr><tr><td>Card Present</td><td>Proceed to Step 9</td></tr><tr><td>Card Not Present</td><td>Proceed to Step 8</td></tr></table></td><td>  </td></tr>
<tr><td>8.</td><td>Terminal Displays “Enter Address”. Input the numeric portion of the address only. The terminal displays the numeric value as it is typed.

Press ENTER to confirm your entry.</td><td>  </td></tr>
</table>

Continued on next page

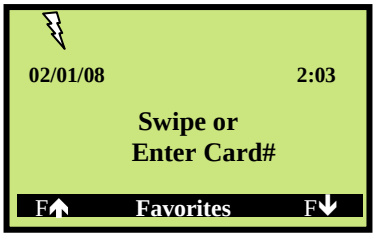
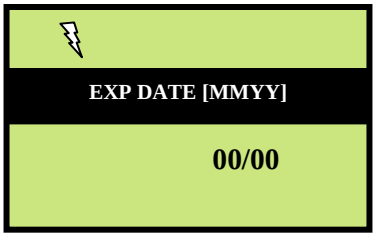
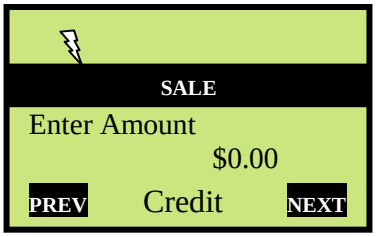
CREDIT W/TIP –WITH AVS, CONTINUED

Step	Action	Display
9.	Terminal Displays “Enter Zip Code”. Using the key pad input the card holder’s zip code. The terminal displays the numeric value as it is typed. Press ENTER to confirm your entry.	
10.	The terminal displays “Enter Clerk ID” Using the keypad input the Clerk ID. Press ENTER to confirm your entry.	
11.	The terminal communicates out to the host (via dialing or IP connection) Terminal displays “Connecting... Transmitting.... Receiving Data...”	
12.	The terminal flashes the host response and prints the sales receipts.	
13.	Terminal returns to the idle prompt.	

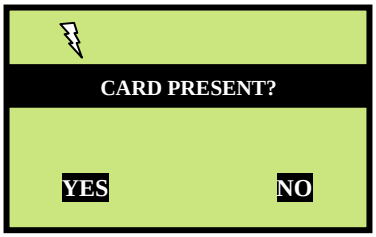
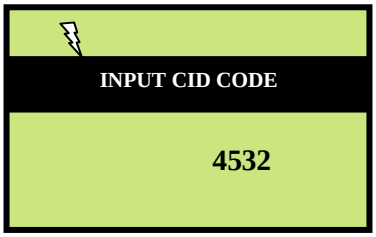
CREDIT W/TIP – CARD CODE (CVV, CVC, CID)

When the Card Code option is enabled the terminal will prompt during the Retail with Tip sale for the three digit code on the back of the card or the four digit code on the front of the card for American Express & Discover cards.
Please note Card Code needs to be enabled in the Set Up Menu for Credit/Debit. To learn more about Card Code options and configuration, see page 150.

- Swiping VISA prompts for a CVV2 code, 3 digits found on the back of the card.
- Swiping MasterCard prompts for CVC2 code, 3 digits found on the back of the card.
- Amex & Discover prompts for CID code, 4 digits found on front of the card.

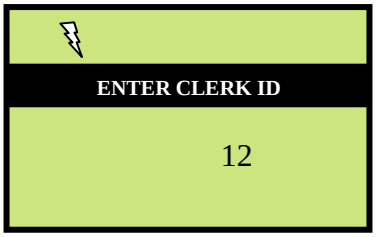
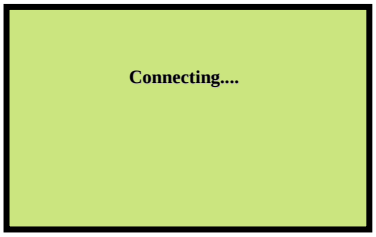
Step	Action	Display
1.	From the IDLE PROMPT, Use the numeric keypad to manually key in the credit card account number.	
2.	Press ENTER to confirm your entry.	
3.	Terminal Displays “Enter Expiration Date From Card MMYY” Input the expiration date from the front of the card. Press ENTER to confirm your entry.	
4.	Terminal defaults to “Sale.....Enter Amount $0.00“ Input the dollar amount of the sale before the tip. The terminal displays the numeric value as it is being entered.	

Continued on next page

<table>
<tr><th>Step</th><th>Action</th><th>Display</th></tr>
<tr><td>5.</td><td>The terminal displays the base amount and “Input Tip Amount”.
<table><tr><th>If</th><th>Then</th></tr><tr><td>Presale Ticket was used</td><td>Input the tip amount from the presale ticket then press ENTER.</td></tr><tr><td>Presale Ticket was NOT used</td><td>Input the tip amount requested by customer then press ENTER.</td></tr><tr><td>No tip is being left on the card</td><td>Press ENTER to bypass the tip amount.</td></tr></table></td><td> </td></tr>
<tr><td>6.</td><td><table><tr><th>For Magic</th><th>For V Series</th></tr><tr><td>If the amount shown is correct press the ▲ up arrow to confirm, if it is not correct press the ▼ down arrow and re-enter the amount. (from Step 3)</td><td>If the amount shown is correct press the F2 Key to confirm, if it is not correct press the F4 Key and re-enter the amount. (from Step 3)</td></tr></table></td><td> </td></tr>
<tr><td>7.</td><td>Terminal Displays “Is The Card Present?” Using the up and down arrow keys move the cursor to highlight your selection. Press ENTER to confirm.
<table><tr><th>If</th><th>Then</th></tr><tr><td>Card Present</td><td>Proceed to Step 10</td></tr><tr><td>Card Not Present</td><td>Proceed to Step 8</td></tr></table></td><td>  </td></tr>
<tr><td>8.</td><td>Terminal Displays “Input CID Code”
Input the CVV2, CID or CVC2 information found on the credit card.
Press ENTER to confirm your entry.</td><td>  </td></tr>
</table>

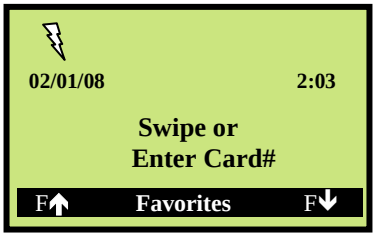
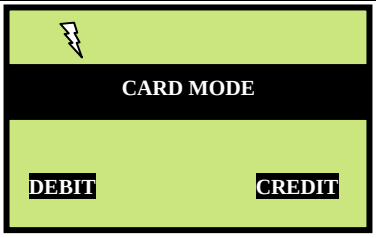
Continued on next page

CREDIT W/TIP – CARD CODE (CVV, CVC, CID), CONTINUED

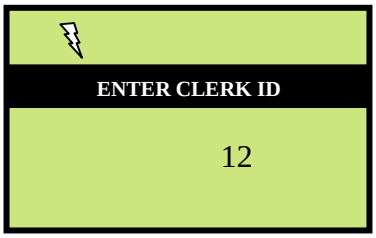
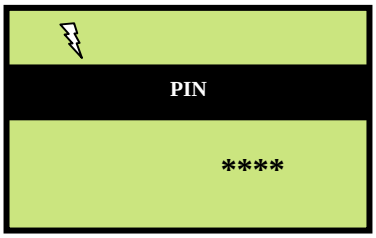
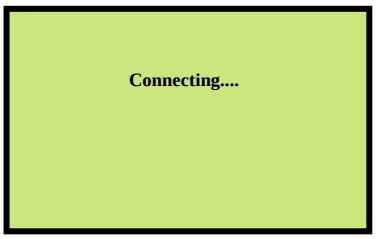
Step	Action	Display
9.	The terminal displays “Enter Clerk ID” Using the keypad input the Clerk ID. Press ENTER to confirm your entry.	
10.	The terminal communicates out to the host (via dialing or IP connection) Terminal displays “Connecting... Transmitting.... Receiving Data...”	
11.	The terminal flashes the host response and prints sales receipt.	
12.	Terminal returns to the idle prompt.	

DEBIT W/TIP - SALE

Use the chart below to process a retail with tip Debit Card sale. It is important to note that for security and regulations manually entering a debit card is not allowed, debit cards must always be swiped at the point of sale. For a successful transaction you must be a debit card accepting merchant.

<table>
<tr><th>Step</th><th>Action</th><th>Display</th></tr>
<tr><td>1.</td><td>From the IDLE PROMPT, Swipe DEBIT Card.</td><td> 
</td></tr>
<tr><td>2.</td><td><table><tr><th>For Magic</th><th>For V Series</th></tr><tr><td>Press the ▲ up arrow to select DEBIT.</td><td>Press the F2 Key to select DEBIT.</td></tr></table></td><td> 
</td></tr>
<tr><td>3.</td><td>Terminal defaults to “Sale.....Enter Amount $0.00“ Input the dollar amount of the sale before the tip. The terminal displays the numeric value as it is being entered.</td><td>
</td></tr>
<tr><td>4.</td><td>The terminal displays the base amount and “Input Tip Amount”.</td><td>
</td></tr>
<tr><td>5.</td><td>Terminal displays “Enter Cash Back Amount”<table><tr><th>If</th><th>Then</th></tr><tr><td>No Cash Back is Desired</td><td>Press ENTER</td></tr><tr><td>Cash Back Requested</td><td>Input dollar amount of cash back desired then Press ENTER to confirm your entry.</td></tr></table></td><td>
</td></tr>
</table>

Continued on next page

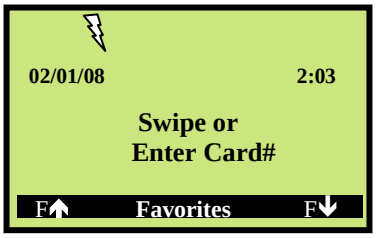
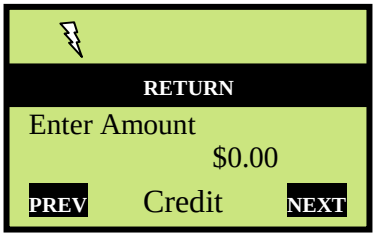
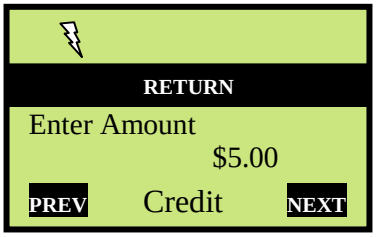
<table>
<tr><th>Step</th><th colspan="2">Action</th><th>Display</th></tr>
<tr><td>6.</td><td>For Magic
If the amount shown is correct press the ▲ up arrow to confirm, if it is not correct press the ▼ down arrow and re-enter the amount. (from Step 3)</td><td>For V Series
If the amount shown is correct press the F2 Key to confirm, if it is not correct press the F4 Key and re-enter the amount. (from Step 3)</td><td>
</td></tr>
<tr><td>7.</td><td colspan="2">The terminal displays “Enter Clerk ID”
Using the keypad input the Clerk ID.
Press ENTER to confirm your entry.</td><td> 
</td></tr>
<tr><td>8.</td><td colspan="2">Have Customer Input PIN number and then press ENTER.</td><td> 
</td></tr>
<tr><td>9.</td><td colspan="2">The terminal communicates out to the host (via dialing or IP connection)
Terminal displays “Connecting... Transmitting.... Receiving Data...”</td><td> 
</td></tr>
<tr><td>10.</td><td colspan="2">The terminal flashes the host response and prints debit receipt.</td><td>
</td></tr>
<tr><td>11.</td><td colspan="3">Terminal returns to the idle prompt.</td></tr>
</table>

RETURNS

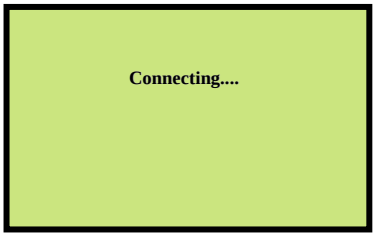
CREDIT CARD RETURN - SWIPED

A Credit Card RETURN is the reversal of an approved and settled transaction which will post a credit amount to the customer's credit card. Traditionally a RETURN is processed when the original transaction has already been settled, when the original transaction still resides in the current batch and has not been settled, a VOID may be processed instead to nullify the charge. Use the steps below to complete a RETURN transaction.

For Example: *The customer made a purchase last week and came in today to return the item for credit. The original purchase has already been settled in a previous batch so I processed a RETURN to post the refund back to her credit card.*

<table>
<tr><th>Step</th><th>Action</th><th>Display</th></tr>
<tr><td>1.</td><td>From the IDLE PROMPT, Swipe Credit Card.</td><td> 
</td></tr>
<tr><td>2.</td><td>Press the ▲ up or down ▼ arrow on the keypad to change the transaction type until the terminal displays RETURN.</td><td> 
</td></tr>
<tr><td>3.</td><td>The terminal now displays "RETURN, Enter Amount"
Input the dollar amount of the Ticket Only sale and press ENTER to confirm the amount.
The terminal displays the numeric value as it is being entered.</td><td> 
</td></tr>
<tr><td>4.</td><td><table><tr><th>For Magic</th><th>For V Series</th></tr><tr><td>If the amount shown is correct press the ▲ up arrow to confirm, if it is not correct press the ▼ down arrow and re-enter the amount.</td><td>If the amount shown is correct press the F2 Key to confirm, if it is not correct press the F4 Key and re-enter the amount.</td></tr></table></td><td>
</td></tr>
</table>

Continued on next page

<table>
<tr><th>Step</th><th>Action</th><th>Display</th></tr>
<tr><td>5.</td><td><table><tr><th>If</th><th>Then</th></tr><tr><td>Transaction is offline (Not host based)</td><td>The Terminal Does Not Dial Out – Prints Receipt Only.</td></tr><tr><td>Transaction is Live (Host Based)</td><td>The terminal communicates out to the host (via dialing or IP connection) Terminal displays “Connecting... Transmitting.... Receiving Data...”</td></tr></table></td><td>  </td></tr>
<tr><td>6.</td><td>The terminal flashes the host response and prints Refund receipt.</td><td> </td></tr>
<tr><td>7.</td><td colspan="2">Terminal returns to the idle pompt.</td></tr>
</table>

RETAIL RECEIPT – CREDIT RETURN

MERCHANT COPY

ABC STORE
4534 Any Street
Somewhere, NY 111111
(555)-777-8888

04/07/07	09:00
Trans #:1	Batch #:1
Invoice #:	105
Clerk #:	4

RETURN

Acct:	**********5555
Type:	VISA
Entry:	Card Swiped

RETURN AMOUNT: **$164.38**

Resp: Approved
Code: 123456

(Disclaimer here)

X_____
Customer Name

MERCHANT COPY

CUSTOMER COPY

ABC STORE
4534 Any Street
Somewhere, NY 111111
(555)-777-8888

04/07/07	09:00
Trans #:1	Batch #:1
Invoice #:	105
Clerk #:	4

RETURN

Acct:	**********5555
Type:	VISA
Entry:	Card Swiped

RETURN AMOUNT: **$164.38**

Resp: Approved
Code: 123456

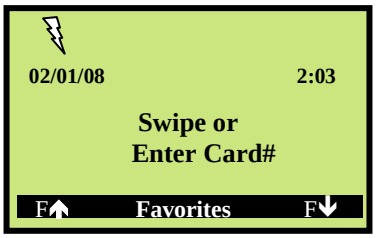
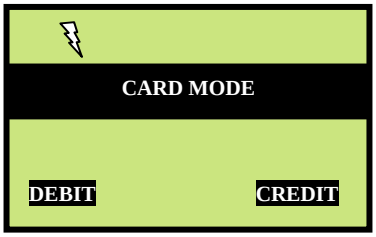
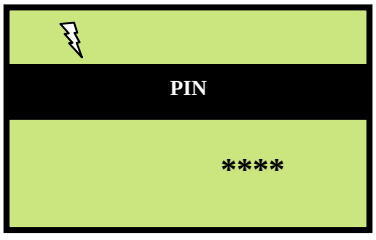
Refunds accepted with receipt
www.abcstore.com

CUSTOMER COPY

DEBIT CARD RETURN

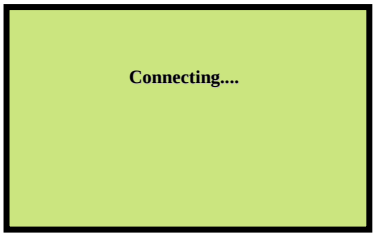
Use the steps below to complete a Debit Card Return. Debit Cards cannot be manually entered and must be swiped at point of sale. You must be subscribed to a Debit Host and PED is required.

Tip: A debit card sale cannot be VOIDED; to refund a debit sale transaction you must process a RETURN to the debit card.

Step	Action		Display
1.	From the IDLE PROMPT, Swipe DEBIT Card.		
2.	For Magic: Press the ▲ up arrow to select DEBIT.	For V Series: Press the F2 Key to select DEBIT.	
3.	Press the ▲ up or down ▼ arrow on the keypad to change the transaction type until the terminal displays RETURN. Input the dollar amount of the RETURN then Press ENTER.		
4.	For Magic: If the amount shown is correct press the ▲ up arrow to confirm, if it is not correct press the ▼ down arrow and re-enter the amount. (from Step 3)	For V Series: If the amount shown is correct press F2 Key to confirm, if it is not correct press the F4 Key and re-enter the amount. (from Step 3)	
5.	Have Customer Input PIN number and then press ENTER.		

Continued on next page

DEBIT CARD RETURN, CONTINUED

<table>
<tr><th>Step</th><th>Action</th><th>Display</th></tr>
<tr><td>6.</td><td><table><tr><th>If</th><th>Then</th></tr><tr><td>Transaction is offline (Not host based)</td><td>The Terminal Does Not Dial Out – Prints Receipt Only.</td></tr><tr><td>Transaction is Live (Host Based)</td><td>The terminal communicates out to the host (via dialing or IP connection)
Terminal displays “Connecting... Transmitting.... Receiving Data...”</td></tr></table></td><td>  </td></tr>
<tr><td>7.</td><td>The terminal flashes the host response and prints Refund receipt.</td><td> </td></tr>
<tr><td>8.</td><td colspan="2">Terminal returns to the idle prompt.</td></tr>
</table>

RETAIL RECEIPT – DEBIT RETURN

MERCHANT COPY

ABC STORE
4534 Any Street
Somewhere, NY 111111
(555)-777-8888

04/07/07	09:00
Trans #:1	Batch #:1
Invoice#:	105
Clerk #:	4

R E T U R N

Acct:	**********5555
Type:	Debit
Entry:	Card Swiped

RETURN AMOUNT: **$164.38**

Resp: Approved
Code: 123456

MERCHANT COPY

CUSTOMER COPY

ABC STORE
4534 Any Street
Somewhere, NY 111111
(555)-777-8888

04/07/07	09:00
Trans #:1	Batch #:1
Invoice #:	105
Clerk #:	4

R E T U R N

Acct:	**********5555
Type:	Debit
Entry:	Card Swiped

RETURN AMOUNT: **$164.38**

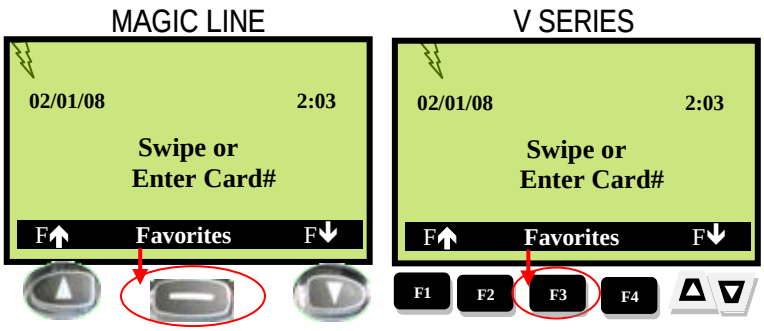
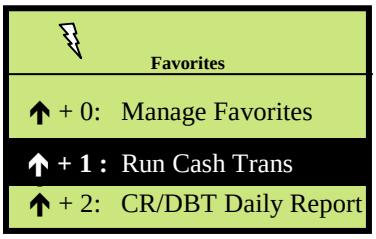
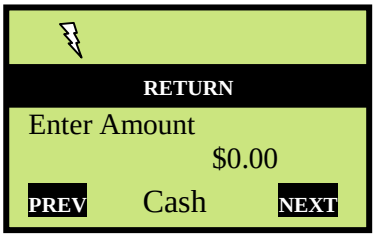
Resp: Approved
Code: 123456

Refunds accepted with receipt
www.abcstore.com

CUSTOMER COPY

CASH RETURN

Use the chart below to record a cash Return in your Dejavoo payment terminal. It is important to note that cash transactions do not communicate with your processing bank. They are recorded in your terminal for your reporting purposes.

Step	Action	Display
1.	From the IDLE PROMPT, press the button under the word FAVORITES.	
2.	Press the ▼ down arrow to highlight RUN A CASH TRANSACTION in the favorites menu then press the green ENTER key.	
3.	Press the ▲ up or down ▼ arrow on the keypad to change the transaction type until the terminal displays RETURN. Input the dollar amount of the RETURN then Press ENTER.	
4.	The terminal prints the cash receipts and returns to the idle prompt. STOP	

RECEIPT EXAMPLE – CASH RETURN

MERCHANT COPY

ABC STORE
4534 Any Street
Somewhere, NY 111111
(555)-777-8888

04/07/10	09:00
Trans #:1	Batch #:1
Invoice #:	105
Clerk #:	4

R E T U R N

Type:	Cash
Entry:	Manual

AMOUNT: $55.38

Resp:	Approved
Code:	x

MERCHANT COPY

CUSTOMER COPY

ABC STORE
4534 Any Street
Somewhere, NY 111111
(555)-777-8888

04/07/10	09:00
Trans #:1	Batch #:1
Invoice #:	105
Clerk #:	4

R E T U R N

Type:	Cash
Entry:	Manual

AMOUNT: $55.38

Resp:	Approved
Code:	x

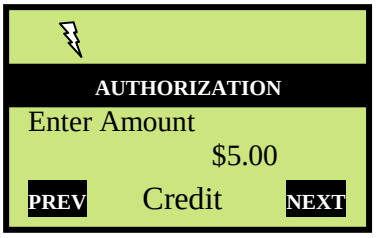
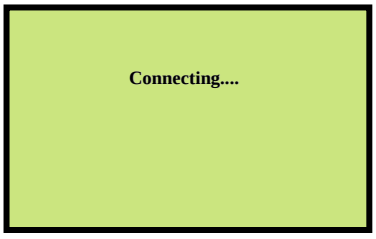
CUSTOMER COPY

AUTHORIZATION (AUTH ONLY)

An Authorization Only transaction is used to verify funds and obtain an approval code. It is important to note that an Authorization Only does NOT CHARGE the customer's credit card however places a hold for the requested amount on the customer's open-to-buy limit. After an "Auth Only" is processed the approval code is used at a later time to perform a Ticket Only sale transaction to charge the account.

For Example: *To reserve a cabin at Lake Cawanna there is a $100.00 deposit required at the time of the reservation. The merchant processes an AUTH ONLY transaction for the $100.00, receiving an authorization code to hold the funds. When the customer completes his/her stay the merchant charges the credit card by processing a TICKET ONLY sale using the authorization number that was previously obtained.*

AUTH ONLY – (ALLOWED FOR CREDIT ONLY)

Step	Action	Display
1.	From the IDLE PROMPT, Swipe CREDIT Card.	
2.	Press the ▲ up or down ▼ arrow on the keypad to change the transaction type until the terminal displays AUTHORIZATION. Input the dollar amount to be AUTHORIZED then Press ENTER.	
3.	The terminal communicates out to the host (via dialing or IP connection) Terminal displays "Connecting... Transmitting.... Receiving Data..."	
4.	The terminal flashes the host response and prints receipt.	
5.	Terminal returns to the idle prompt.	

RETAIL RECEIPT – AUTHORIZATION

ABC STORE
4534 Any Street
Somewhere, NY 111111
(555)-777-8888

_ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _

04/07/07	09:00
Trans #:1	Batch #:1
Invoice #:	105
Clerk #:	4

AUTHORIZATION ONLY

Acct:	**********5555
Type:	VISA
Entry:	Card Swiped

AUTH AMOUNT: **$164.38**

Resp: Approved
Code: 123456

MERCHANT COPY

** ***Important*** ** *Note: This is NOT a sale. Authorization Only transactions obtain an approval code for the requested amount, a Ticket only sale needs to be completed for the merchant to acquire funds for the transaction. Only a merchant copy of the receipt will print for Authorization Only transactions.*

VOIDS

A Void transaction will nullify a transaction only when that transaction resides in the current batch; the transaction amount must be exactly the same as the original transaction amount. The Dejavoo Terminal will check the data base for the original transaction use the If/Then chart below for more information.

Support of Void transactions on debit cards will vary by host; it may or may not be allowed, check with your Merchant Services provider for further clarification. You can void the following transaction types: Sale, Return & Ticket Only.

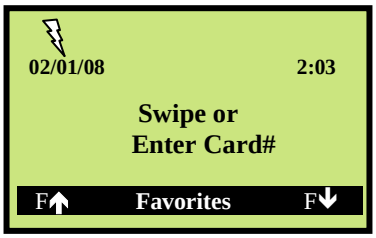
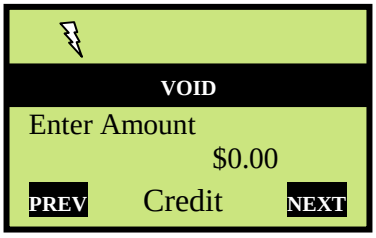
This section will provide the process for:

- ❑ Void by CARD #
- ❑ Void Transaction - Find Transaction #

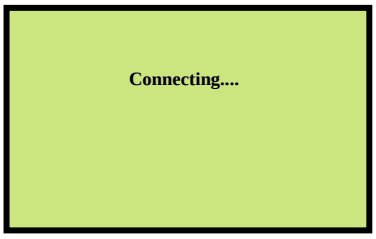
If	Then
If the Terminal can match card # and Amount in batch…	The Terminal will process a VOID.
If the Terminal can match the card# but not the dollar amount…	The terminal will then allow you to search by transaction number or view all open transactions with that account number.
If the Terminal does not find card in batch…	The Terminal will display "Card Not Found" and cancel the VOID transaction.

For Example: *The customer purchased a summer dress then brought it back a few hours later because it didn't fit. Since the terminal has not settled and the original transaction resides in the current batch the merchant processed a VOID transaction to nullify the original sale.*

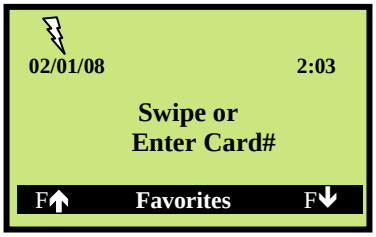
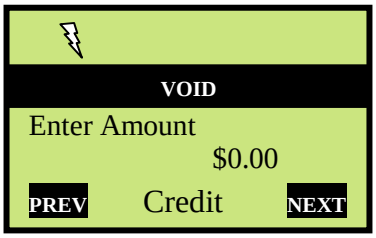
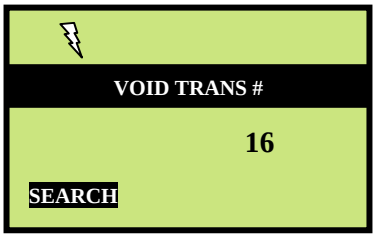
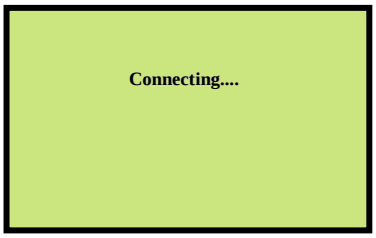
VOID CREDIT TRANS - BY DOLLAR AMOUNT

Step	Action	Display
1.	From the IDLE PROMPT, Swipe CREDIT Card.	
2.	Press the ▲ up or down ▼ arrow on the keypad to change the transaction type until the terminal displays VOID. Input the dollar amount to be VOIDED then Press ENTER.	

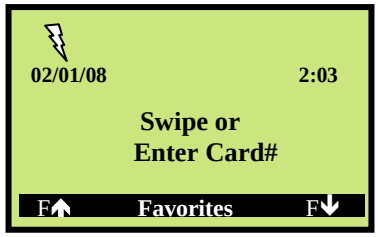
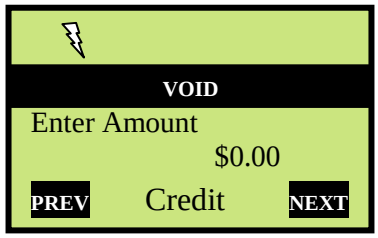
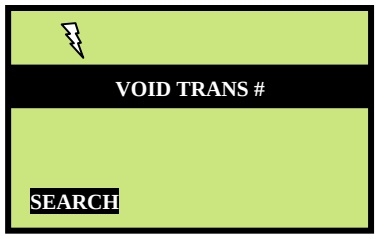
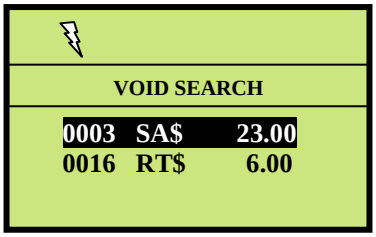
Continued on next page

<table>
<tr><th>Step</th><th colspan="2">Action</th><th>Display</th></tr>
<tr><td>3.</td><td>For Magic
If the amount shown is correct press the ▲ up arrow to confirm, if it is not correct press the ▼ down arrow and re-enter the amount.</td><td>For V Series
If the amount shown is correct press the F2 Key to confirm, if it is not correct press the F4 Key and re-enter the amount.</td><td>
</td></tr>
<tr><td>4.</td><td colspan="2">The terminal communicates out to the host (via dialing or IP connection)
Terminal displays “Connecting... Transmitting.... Receiving Data...”</td><td> 
</td></tr>
<tr><td>5.</td><td colspan="2">The terminal flashes the host response and prints receipt.</td><td>
</td></tr>
<tr><td>6.</td><td colspan="3">Terminal returns to the idle prompt.</td></tr>
</table>

VOID CREDIT TRANS –TRANS

<table>
<tr><th>Step</th><th>Action</th><th>Display</th></tr>
<tr><td>1.</td><td>From the IDLE PROMPT, Swipe CREDIT Card.</td><td> 
</td></tr>
<tr><td>2.</td><td>Press the ▲ up or down ▼ arrow on the keypad to change the transaction type until the terminal displays VOID.
Press ENTER leaving amount at $0.00 Value.</td><td> 
</td></tr>
<tr><td>3.</td><td>Input the transaction number for the transaction you wish to VOID for this card # then Press ENTER to confirm your entry.</td><td> 
</td></tr>
<tr><td>4.</td><td><table><tr><th>For Magic</th><th>For V Series</th></tr><tr><td>If the amount shown is correct press the ▲ up arrow to confirm, if it is not correct press the ▼ down arrow and re-enter the amount. (from Step 3)</td><td>If the amount shown is correct press the F2 Key to confirm, if it is not correct press the F4 Key and re-enter the amount. (from Step 3)</td></tr></table></td><td>
</td></tr>
<tr><td>5.</td><td>The terminal communicates out to the host (via dialing or IP connection)
Terminal displays “Connecting... Transmitting.... Receiving Data...”</td><td> 
</td></tr>
<tr><td>6.</td><td>The terminal flashes the host response and prints receipt.</td><td>
</td></tr>
<tr><td>7.</td><td colspan="2">Terminal returns to the idle prompt.</td></tr>
</table>

VOID CREDIT TRANS – SEARCH BY CARD

<table>
<tr><th>Step</th><th>Action</th><th>Display</th></tr>
<tr><td>1.</td><td>From the IDLE PROMPT, Swipe CREDIT Card.</td><td> 
</td></tr>
<tr><td>2.</td><td>Press the ▲ up or down ▼ arrow on the keypad to change the transaction type until the terminal displays VOID.
Press ENTER leaving amount at $0.00 Value.</td><td> 
</td></tr>
<tr><td>3.</td><td>Press the ▲ up arrow to search through all transactions for this card #.</td><td> 
</td></tr>
<tr><td>4.</td><td>Highlight the transaction that is to be VOIDED.
Press ENTER to confirm your selection.</td><td> 
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<tr><td>5.</td><td colspan="2"><table><tr><th>For Magic</th><th>For V Series</th></tr><tr><td>If the amount shown is correct press the ▲ up arrow to confirm, if it is not correct press the ▼ down arrow and re-enter the amount.</td><td>If the amount shown is correct press the F2 Key to confirm, if it is not correct press the F4 Key and re-enter the amount.</td></tr></table></td><td>
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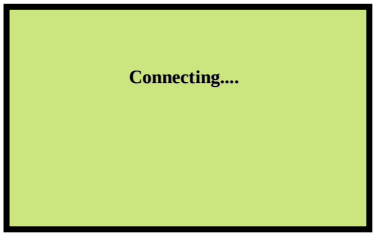
Terminal displays “Connecting... Transmitting.... Receiving Data...”</td><td> 
</td></tr>
</table>

VOID CREDIT TRANS – SEARCH BY CARD #, CONTINUED

Step	Action	Display
7.	The terminal flashes the host response and prints receipt.	TRANSACTION APPROVED
8.	Terminal returns to the idle prompt. STOP	

RETAIL RECEIPT – VOID SALE

MERCHANT COPY

ABC STORE
4534 Any Street
Somewhere, NY 111111
(555)-777-8888

_ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _

04/07/07	09:00
Trans #:1	Batch #:1
Invoice #:	105
Clerk #:	4

V O I D SALE

Acct:	**********5555
Type:	VISA

VOIDED AMOUNT: **$164.38**

Resp: VOIDED
Code: 123456

(Disclaimer here)

X_____
Customer Name

MERCHANT COPY

CUSTOMER COPY

ABC STORE
4534 Any Street
Somewhere, NY 111111
(555)-777-8888

_ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _

04/07/07	09:00
Trans #:1	Batch #:1
Invoice #:	105
Clerk #:	4

V O I D SALE

Acct:	**********5555
Type:	VISA

VOIDED AMOUNT: **$164.38**

Resp: VOIDED
Code: 123456

Refunds accepted with receipt
www.abcstore.com

CUSTOMER COPY

RETAIL RECEIPT – VOID REFUND

MERCHANT COPY

ABC STORE
4534 Any Street
Somewhere, NY 111111
(555)-777-8888

04/07/07 09:00
Trans #:1 Batch #:1

V O I D REFUND

Acct: **********5555
Type: VISA

VOIDED AMOUNT: **$164.38**

Resp: VOIDED
Code: 123456

(Disclaimer here)

X_____
Customer Name

MERCHANT COPY

CUSTOMER COPY

ABC STORE
4534 Any Street
Somewhere, NY 111111
(555)-777-8888

04/07/07 09:00
Trans #:1 Batch #:1

V O I D REFUND

Acct: **********5555
Type: VISA

VOIDED AMOUNT: **$164.38**

Resp: VOIDED
Code: 123456

Refunds accepted with receipt
www.abcstore.com

CUSTOMER COPY

RETAIL RECEIPT – VOID FORCED SALE

MERCHANT COPY

ABC STORE
4534 Any Street
Somewhere, NY 111111
(555)-777-8888

04/07/07 09:00
Trans #:1 Batch #:1

V O I D FORCED

Acct: **********5555
Type: VISA

VOIDED AMOUNT: **$164.38**

Resp: VOIDED
Code: 123456

(Disclaimer here)

X_____
Customer Name

MERCHANT COPY

CUSTOMER COPY

ABC STORE
4534 Any Street
Somewhere, NY 111111
(555)-777-8888

04/07/07 09:00
Trans #:1 Batch #:1

V O I D FORCED

Acct: **********5555
Type: VISA

VOIDED AMOUNT: **$164.38**

Resp: VOIDED
Code: 123456

Refunds accepted with receipt
www.abcstore.com

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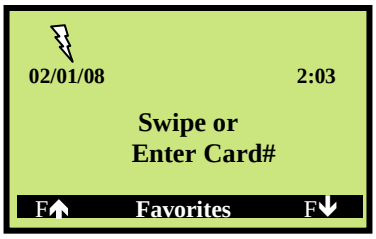
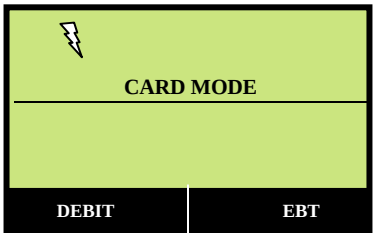
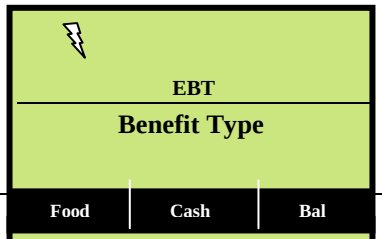
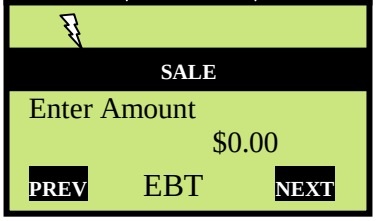
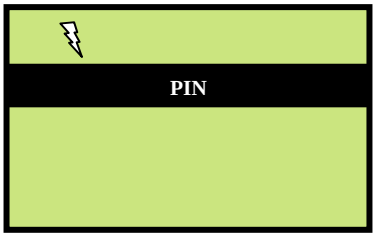
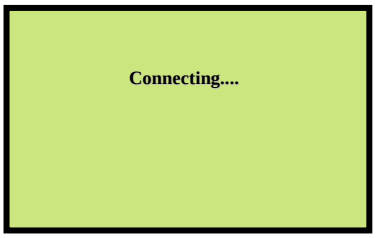
EBT – FOOD BENEFIT SALE (ELECTRONIC BENEFITS TRANSFER)

EBT (Electronic Benefits Transfer) provides both food stamp and/or cash benefits to customers. With EBT transactions customers access their benefits through the terminal by using their EBT cards. Merchants must be subscribed to an EBT host and an active PIN Pad is required. Use the chart below to process an EBT Food Stamp Transactions.

Step	Action	Display
1.	From the IDLE PROMPT, Swipe the EBT Card.	
2.	**For Magic:** Press the Down arrow to select EBT. **For V Series:** Press the F4 Key to select EBT.	
3.	**For Magic:** Terminal displays "BENEFIT TYPE" Press the ▲ Up arrow to select FOOD. **For V Series:** Terminal displays "BENEFIT TYPE" Press the F2 Key to select FOOD.	
4.	Terminal defaults to "Sale.....Enter Amount $0.00" Using the keypad input the dollar amount of the food benefit sale then press ENTER.	
5.	Customer Inputs PIN on PIN PAD then presses ENTER.	

Continued on next page

Step	Action	Display
6.	The terminal communicates out to the host (via dialing or IP connection) Terminal displays "Connecting... Transmitting.... Receiving Data..."	
7.	The terminal flashes the host response and prints receipt.	
8.	Terminal returns to the idle prompt.	

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Somewhere, NY 111111
(555)-777-8888

– – – – – – – – – – – – – – – – –

04/07/07	09:00
Trans #:1	Batch #:1
Clerk #:	4

S A L E

Acct:	**********5555
Type:	EBT
Entry:	Swiped
Trace#:	123456
Benefit:	Food
AMOUNT:	**$164.38**
Resp:	Approved
Code:	123456
FS Ledger Bal:	$64.57
FS Avail Bal:	$80.00
FS Begin Bal:	$100.00
Ch Ledger Bal:	$55.00
Ch Avail Bal:	$102.00

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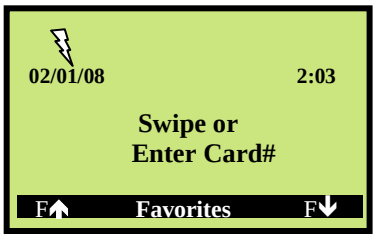
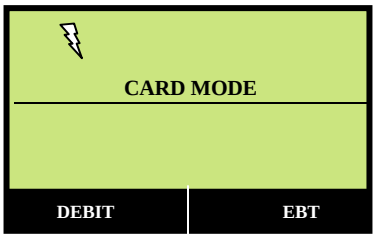
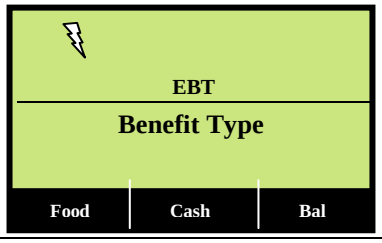
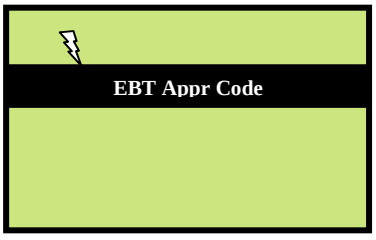
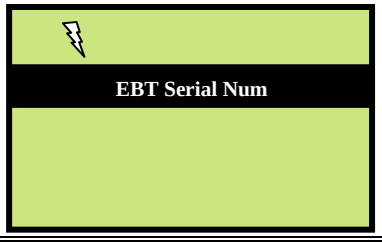
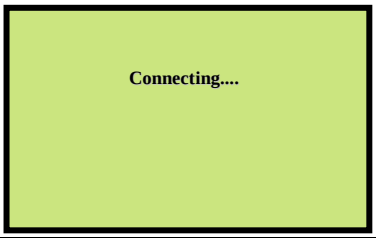
EBT – FOOD BENEFIT VOUCHER SALE

When a voice authorization has been previously obtained you should follow the steps below to complete an EBT Voucher Sale using the obtained voice authorization.

Step	Action	Display
1.	From the IDLE PROMPT, Swipe the EBT Card.	
2.	**For Magic:** Press the ▼ down arrow to select EBT. **For V Series:** Press the F4 Key to select EBT.	
3.	**For Magic:** Terminal displays "BENEFIT TYPE" Press the ▲ Up arrow to select FOOD **For V Series:** Terminal displays "BENEFIT TYPE" Press the F2 Key to select FOOD	
4.	Terminal defaults to "Sale.....Enter Amount $0.00" Press the ▼ down arrow until you see "VOUCHER SALE… Enter Amount" on the display. Input the dollar amount of the VOUCHER sale then press ENTER.	
5.	Input the previously obtained voice authorization code, then press ENTER.	
6.	Input the EBT Serial Number from the manual Voucher , then press ENTER.	

Continued on next page

Step	Action	Display
7.	The terminal communicates out to the host (via dialing or IP connection) Terminal displays "Connecting... Transmitting.... Receiving Data..."	
8.	The terminal flashes the host response and prints receipt.	
9.	Terminal returns to the idle prompt.	

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4534 Any Street
Somewhere, NY 111111
(555)-777-8888

- - - - - - - - - - - - - - - - - -

04/07/07	09:00
Trans #:1	Batch #:1
Clerk #:	4

S A L E

Acct:	**********5555
Type:	EBT
Entry:	Swiped
Trace#:	123456
Benefit:	Food
AMOUNT:	**$164.38**
Resp:	Approved
Code:	123456
FS Ledger Bal:	$64.57
FS Avail Bal:	$80.00
FS Begin Bal:	$100.00
Ch Ledger Bal:	$55.00
Ch Avail Bal:	$102.00

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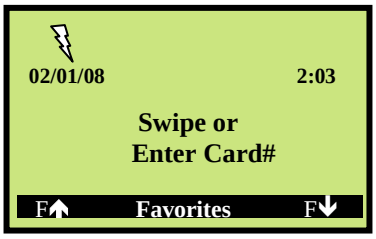
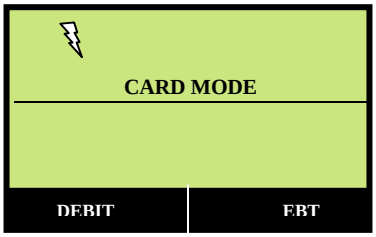
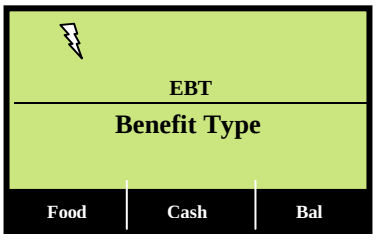
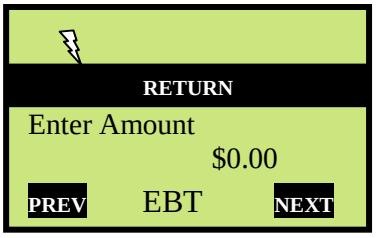
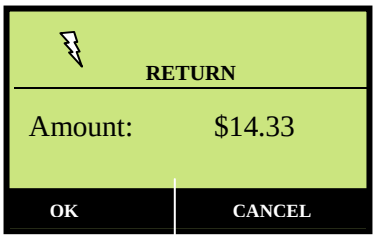
EBT – FOOD BENEFIT RETURN

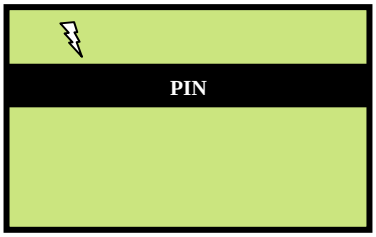
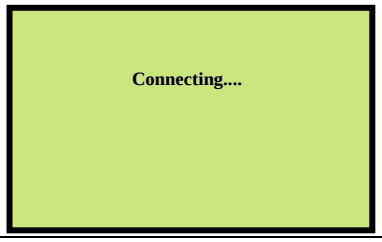
Use the steps below to process a Return for a Food Benefit Sale.

Note that a VOID is not allowed for EBT Food Benefit transactions, a return must be processed instead.

Step	Action		Display
1.	From the IDLE PROMPT, Swipe the EBT Card.		
2.	For Magic	For V Series	
	Press the ▼ down arrow to select EBT.	Press the F4 Key to select EBT.	
3.	For Magic	For V Series	
	Terminal displays "BENEFIT TYPE" Press the ▲ Up arrow to select FOOD.	Terminal displays "BENEFIT TYPE" Press the F2 Key to select FOOD.	
4.	Terminal defaults to "Sale.....Enter Amount $0.00" Press the ▼ down arrow to change the transaction type to RETURN Input the dollar amount of the food benefit return then press ENTER.		
5.	For Magic	For V Series	
	Confirm transaction is correct by pressing the ▲ up arrow to select OK.	Confirm transaction is correct by pressing the F2 Key to select OK.	

Continued on next page

EBT – FOOD BENEFIT RETURN, CONTINUED

Step	Action	Display
6.	Customer Inputs PIN on PIN PAD then presses ENTER.	
7.	The terminal communicates out to the host (via dialing or IP connection) Terminal displays "Connecting... Transmitting.... Receiving Data..."	
8.	The terminal flashes the host response and prints receipt.	
9.	Terminal returns to the idle prompt.	

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_ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _

04/07/07 09:00
Trans #:1 Batch #:1

R E T U R N

Acct: **********5555
Type: EBT
Entry: Swiped
Trace#: 123456
Benefit: Food

AMOUNT: **$164.38**

Resp: Approved
Code: 123456
FS Ledger Bal: $64.57
FS Avail Bal: $80.00
FS Begin Bal: $100.00
Ch Ledger Bal: $55.00
Ch Avail Bal: $102.00

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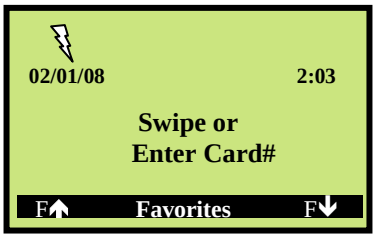
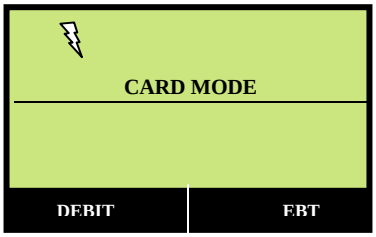
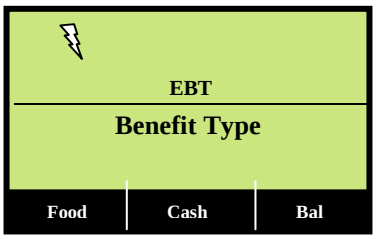
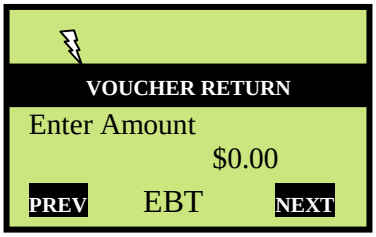
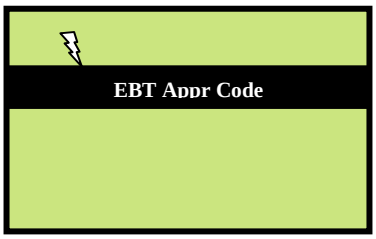
EBT – FOOD BENEFIT VOUCHER RETURN

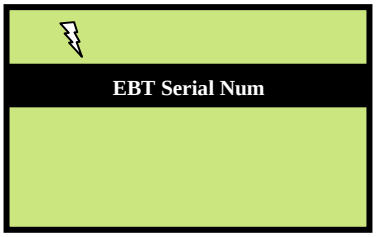
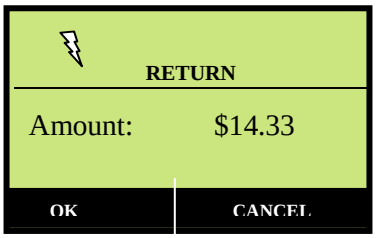
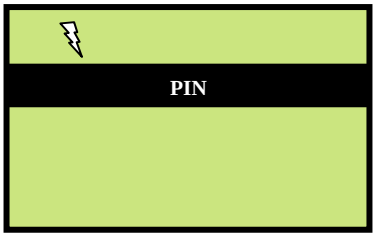
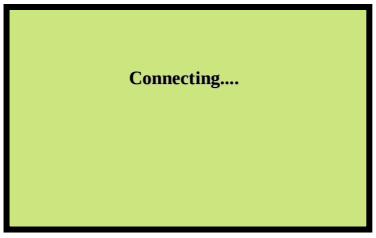
Use the steps below to process a Return for a Food Benefit Voucher Sale.

Note that a VOID is not allowed for EBT Food Benefit transactions, a return must be processed instead.

Step	Action	Display
1.	From the IDLE PROMPT, Swipe the EBT Card.	
2.	**For Magic:** Press the ▼ down arrow to select EBT. **For V Series:** Press the F4 Key to select EBT.	
3.	**For Magic:** Terminal displays "BENEFIT TYPE" Press the ▲ Up arrow to select FOOD. **For V Series:** Terminal displays "BENEFIT TYPE" Press the F2 Key to select FOOD.	
4.	Terminal defaults to "Sale.....Enter Amount $0.00" Press the ▲ Up arrow to change the transaction type to VOUCHER RETURN Input the dollar amount of the food benefit voucher return then press ENTER.	
5.	Input authorization code from the Voucher Sale that is being returned, and then press ENTER.	

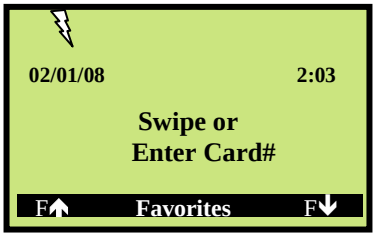
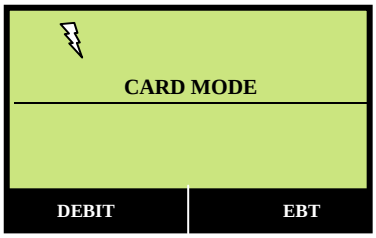
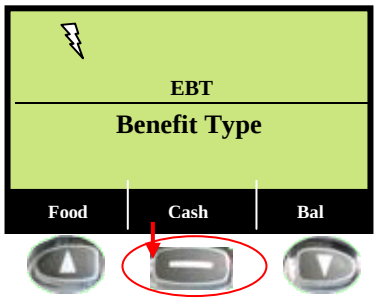
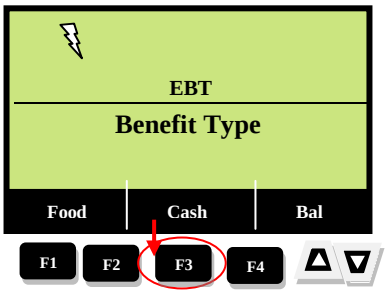
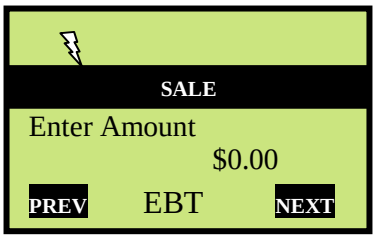
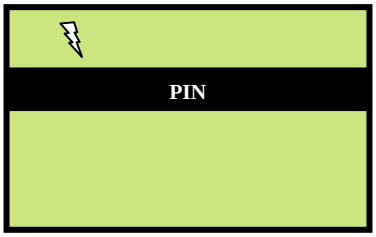
Continued on next page

EBT – FOOD BENEFIT VOUCHER RETURN, CONTINUED

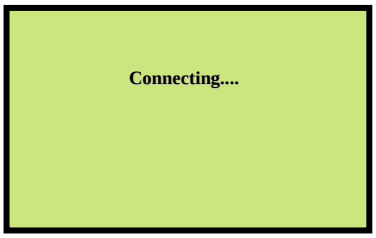
<table>
<tr><th>Step</th><th>Action</th><th>Display</th></tr>
<tr><td>6.</td><td>Input the EBT Serial Number from the Voucher, and then press ENTER.</td><td> 
</td></tr>
<tr><td>7.</td><td><table><tr><th>For Magic</th><th>For V Series</th></tr><tr><td>Confirm transaction is correct by pressing the ▲ up arrow to select OK.</td><td>Confirm transaction is correct by pressing the F2 Key to select OK.</td></tr></table></td><td> 
</td></tr>
<tr><td>8.</td><td>Customer Inputs PIN on PIN PAD then presses ENTER.</td><td> 
</td></tr>
<tr><td>9.</td><td>The terminal communicates out to the host (via dialing or IP connection)
Terminal displays “Connecting... Transmitting.... Receiving Data...”</td><td> 
</td></tr>
<tr><td>10.</td><td>The terminal flashes the host response and prints receipt.</td><td>
</td></tr>
<tr><td>11.</td><td colspan="2">Terminal returns to the idle prompt.</td></tr>
</table>

EBT – CASH BENEFIT SALE

Use the chart below to process an EBT Cash Benefit Sale Transaction.

Step	Action	Display
1.	From the IDLE PROMPT, Swipe the EBT Card.	
2.	**For Magiv:** Press the Down arrow to select EBT. **For V Series:** Press the F4 Key to select EBT.	
3.	Terminal displays "BENEFIT TYPE" Press the Middle Hot Key (AKA: Favorites Key) to select CASH.	MAGIC LINE  V SERIES 
4.	Terminal defaults to "Sale.....Enter Amount $0.00" Using the keypad input the dollar amount of the cash benefit sale then press ENTER.	
5.	Input the customer's Cash back amount then press ENTER.	
6.	Customer Inputs PIN on PIN PAD then presses ENTER.	

Continued on next page

Step	Action	Display
7.	The terminal communicates out to the host (via dialing or IP connection) Terminal displays “Connecting... Transmitting.... Receiving Data...”	
8.	The terminal flashes the host response and prints receipt.	
9.	Terminal returns to the idle prompt.	

ABC STORE
4534 Any Street
Somewhere, NY 111111
(555)-777-8888

– – – – – – – – – – – – – – – – –

04/07/07	09:00
Trans #:1	Batch #:1

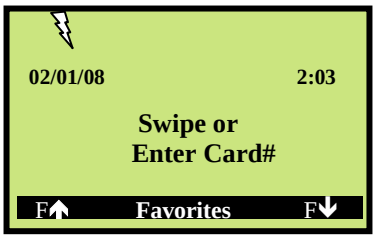
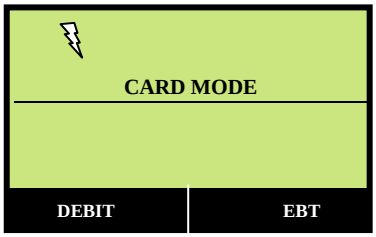
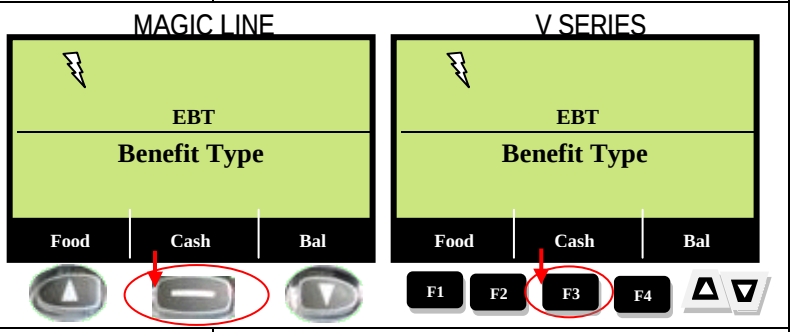
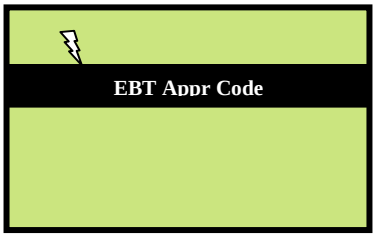
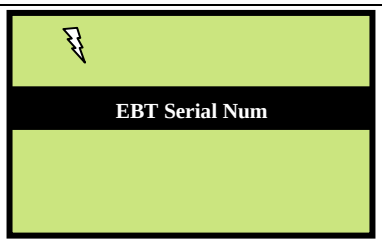
S A L E

Acct:	**********5555
Type:	EBT
Entry:	Swiped
Trace#:	123456
Benefit:	Cash
AMOUNT:	**$164.38**
Resp:	Approved
Code:	123456
FS Ledger Bal:	$64.57
FS Avail Bal:	$80.00
FS Begin Bal:	$100.00
Ch Ledger Bal:	$55.00
Ch Avail Bal:	$102.00

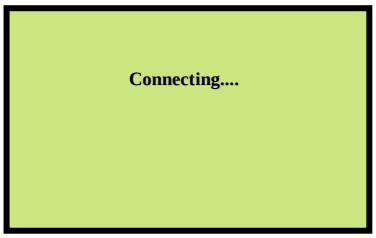
MERCHANT COPY

EBT – CASH BENEFIT VOUCHER SALE

Use the chart below to process an EBT Cash Benefit Voucher Sale Transaction.

Step	Action	Display
1.	From the IDLE PROMPT, Swipe the EBT Card.	
2.	**For Magic:** Press the Down arrow to select EBT. **For V Series:** Press the F4 Key to select EBT.	
3.	Terminal displays "BENEFIT TYPE" Press the Middle Hot Key (AKA: Favorites Key) to select CASH.	
4.	Terminal defaults to "Sale.....Enter Amount $0.00" Press the ▲ Up arrow to change the transaction type to VOUCHER SALE Input the dollar amount of the Cash Benefit Voucher Sale then press ENTER.	
5.	Input the previously obtained voice authorization code, then press ENTER.	
6.	Input the EBT Serial Number from the manual Voucher , then press ENTER.	

Continued on next page

Step	Action	Display
7.	Input the customer's Cash back amount then press ENTER.	
8.	The terminal communicates out to the host (via dialing or IP connection) Terminal displays "Connecting... Transmitting.... Receiving Data..."	
9.	Terminal returns to the idle prompt.	

ABC STORE
4534 Any Street
Somewhere, NY 111111
(555)-777-8888

– – – – – – – – – – – – – – – – –

04/07/07	09:00
Trans #:1	Batch #:1

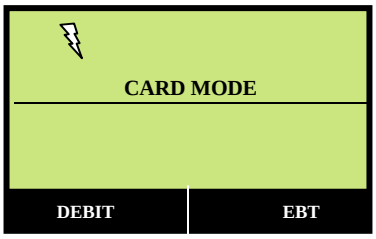
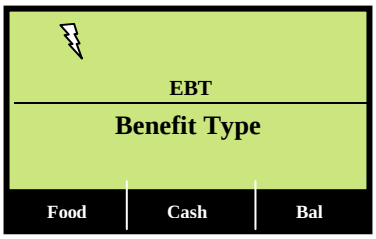
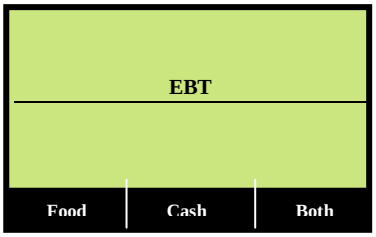
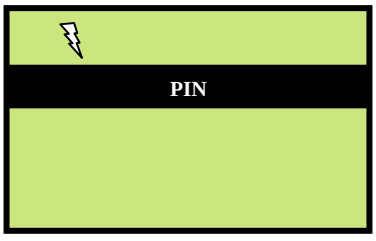
S A L E

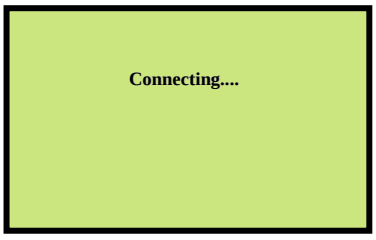
Acct:	**********5555
Type:	EBT
Entry:	Swiped
Trace#:	123456
Uchr#:	12345679
Benefit:	Cash
AMOUNT:	**$164.38**
Resp:	Approved
Code:	123456
FS Ledger Bal:	$64.57
FS Avail Bal:	$80.00
FS Begin Bal:	$100.00
Ch Ledger Bal:	$55.00
Ch Avail Bal:	$102.00

MERCHANT COPY

EBT – BALANCE INQUIRY

Use the chart below to process an EBT Balance Inquiry.

<table>
<tr><th>Step</th><th>Action</th><th>Display</th></tr>
<tr><td>1.</td><td>From the IDLE PROMPT, Swipe the EBT Card.</td><td>
</td></tr>
<tr><td>2.</td><td><table><tr><th>For Magic</th><th>For V Series</th></tr><tr><td>Press the ▼ Down arrow to select EBT.</td><td>Press the F4 Key to select EBT.</td></tr></table></td><td> 
</td></tr>
<tr><td>3.</td><td><table><tr><th>For Magic</th><th>For V Series</th></tr><tr><td>Terminal displays “BENEFIT TYPE”
Pres the ▼ Down arrow to select BALANCE.</td><td>Terminal displays “BENEFIT TYPE”
Pres the F4 Key to select BALANCE.</td></tr></table></td><td> 
</td></tr>
<tr><td>4.</td><td><table><tr><th>For Magic</th><th>For V Series</th></tr><tr><td>Terminal displays “BENEFIT TYPE”
• Press the up arrow for FOOD balance
• Press the Middle Hot Key for CASH balance.
• Press the down arrow for BOTH</td><td>Terminal displays “BENEFIT TYPE”
• Press the F2 Key for FOOD balance
• Press the F3 Key for CASH balance.
• Press the F4 Key for BOTH</td></tr></table></td><td> 
</td></tr>
<tr><td>5.</td><td>Customer Inputs PIN on PIN PAD then presses ENTER.</td><td> 
</td></tr>
<tr><td>6.</td><td>The terminal communicates out to the host (via dialing or IP connection)

Terminal displays “Connecting... Transmitting.... Receiving Data...”</td><td> 
</td></tr>
</table>

Continued on next page

EBT – BALANCE INQUIRY, CONTINUED

Step	Action	Display
7.	Prints the requested EBT balance information.	
8.	Terminal returns to the idle prompt.	

EBT RECEIPT – FOOD BAL INQUIRY

ABC STORE
4534 Any Street
Somewhere, NY 111111
(555)-777-8888

– – – – – – – – – – – – – – – – –

04/07/07 09:00

FS Ledger Bal: $75.00
FS Avail Bal: $76.00
FS Begin Bal: $100.00

EBT RECEIPT – CASH BAL INQUIRY

ABC STORE
4534 Any Street
Somewhere, NY 111111
(555)-777-8888

– – – – – – – – – – – – – – – – –

04/07/07 09:00

Ch Ledger Bal: $75.00
Ch Avail Bal: $101.00

The following section provides feature explanations and steps for global terminal settings. Due to the secure multiple application capabilities of the Dejavoo product each host application functions independently, it is for this reason that the Core System Menu is where you will find features that share information of all applications combined.

The Global Terminal features outlined in this section are as follows:

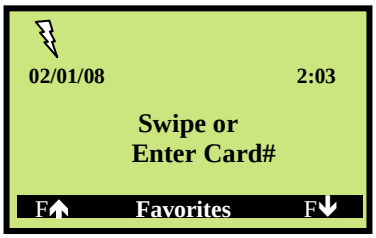
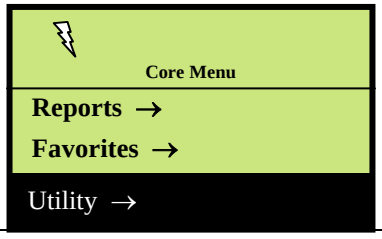
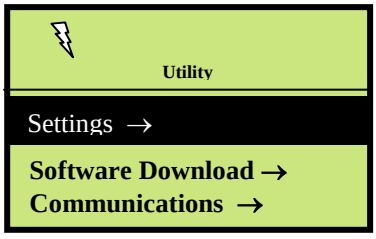
- Date & Time
- Keyboard Beep
- Communication Settings
- Loyalty
- Display Contrast
- Printer Contrast
- Global Reports
- Training Mode
- Backlight Settings
- Security Settings
- Global Settlement

- Download Software: For assistance with this menu option please contact your Help Desk or Merchant Services provider.

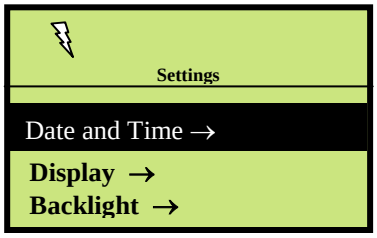
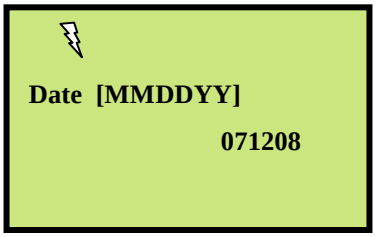
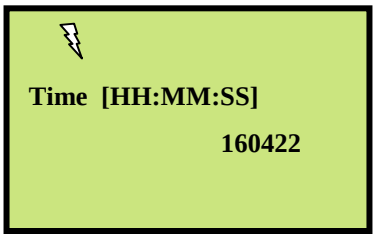
EDIT THE DATE & TIME

Use the steps below to edit the Date & Time in your Dejavoo terminal.

Date is in MM (2 digit month) DD (2 digit day) YY (2 digit year) and Time is in Military format HH (2 digit hour) MM (2 digit minute) SS (2 digit second) both entries done without spaces.

Step	Action	Display
1.	From the idle prompt press the ENTER key to access the Core Menu.	
2.	From the Core Main Menu use the ▼ down arrow to highlight UTILITY Press the Green ENTER key to select.	
3.	Press the Green ENTER key to select SETTINGS.	

Continued on next page

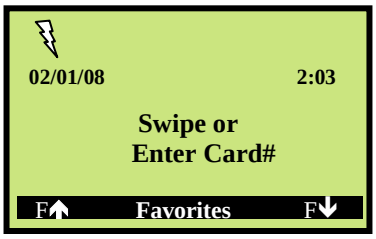
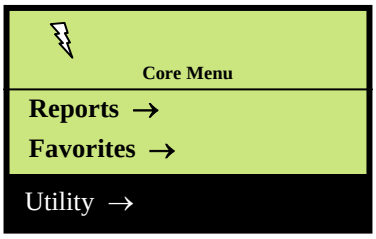
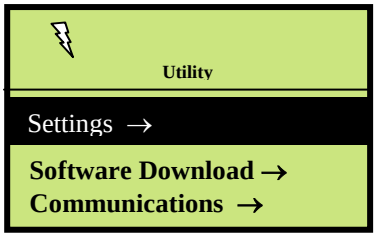
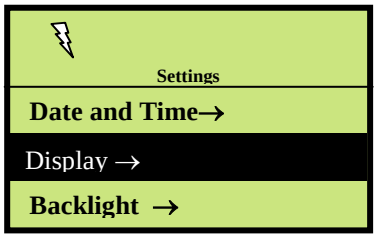
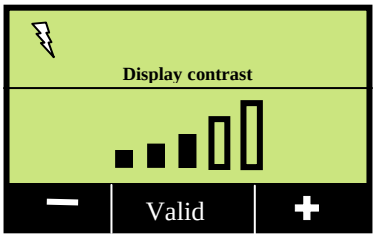
Step	Action	Display
5.	Press the Green ENTER key to select DATE AND TIME.	
6.	Use the yellow ◄ backspace key to clear the date currently set in the terminal. Use the keypad to input the correct date in MMDDYY format. Press the Green ENTER key to confirm date is accurate.	
7.	Use the yellow ◄ backspace key to clear the time currently set in the terminal. Use the keypad to input the correct time in Military format HHMMSS (hour, minute, second) format. Press the Green ENTER key to confirm date is accurate. **Note: for a chart of military time conversions see below.*	
8.	Terminal returns to the Settings main menu.	

MILITARY TIME CONVERSION CHART

Regular Time	Military Time	Regular Time	Military Time
Midnight	0000	Noon	1200
1:00 a.m.	0100	1:00 p.m.	1300
2:00 a.m.	0200	2:00 p.m.	1400
3:00 a.m.	0300	3:00 p.m.	1500
4:00 a.m.	0400	4:00 p.m.	1600
5:00 a.m.	0500	5:00 p.m.	1700
6:00 a.m.	0600	6:00 p.m.	1800
7:00 a.m.	0700	7:00 p.m.	1900
8:00 a.m.	0800	8:00 p.m.	2000
9:00 a.m.	0900	9:00 p.m.	2100
10:00 a.m.	1000	10:00 p.m.	2200
11:00 a.m.	1100	11:00 p.m.	2300

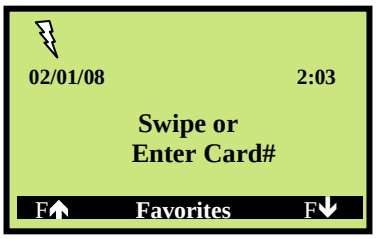
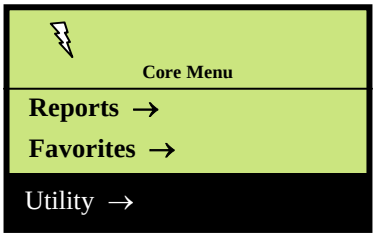
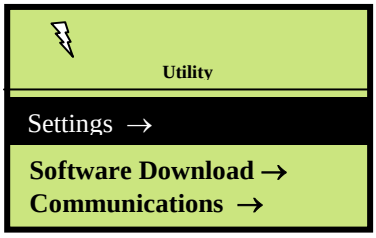
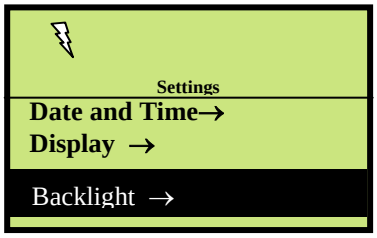
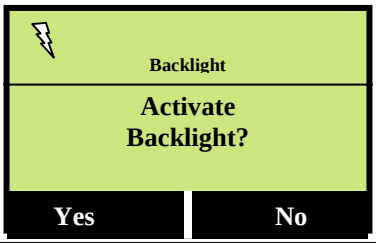
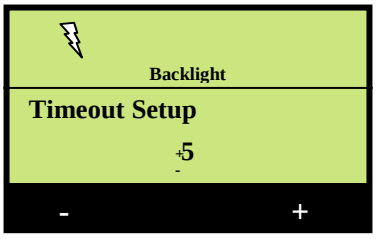
ADJUSTING THE DISPLAY CONTRAST

Use the steps below to adjust the contrast on your terminal display.

Step	Action	Display
1.	From the idle prompt press the ENTER key to access the Core Menu.	
2.	From the Core Main Menu use the ▼ down arrow to highlight UTILITY ress the Green ENTER key to select.	
3.	Press the Green ENTER key to select SETTINGS.	
4.	Press the ▼ down arrow to highlight DISPLAY Press the Green ENTER key to select.	
5.	Use the up▲ and down▼ arrow keys to increase and decrease the display contrast as desired. Press the Green ENTER key to save your setting.	
6.	Terminal returns to the Settings main menu.	

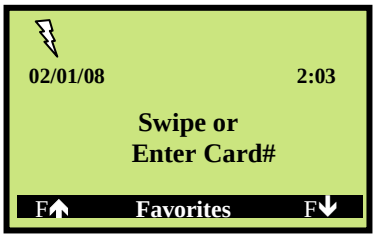
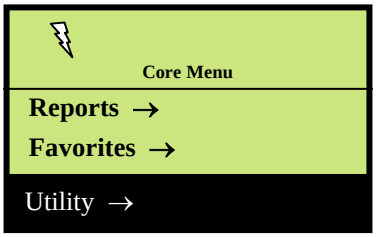
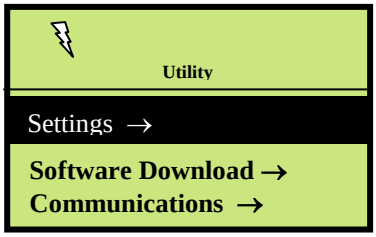
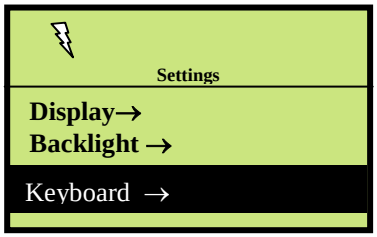
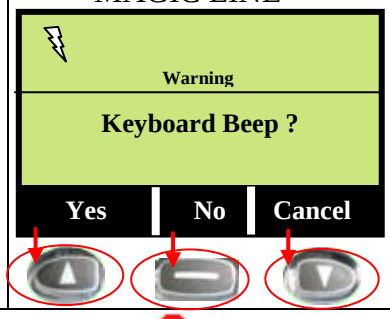
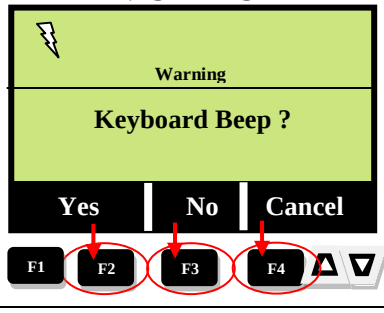
TERMINAL DISPLAY BACKLIGHT SETTINGS

Use the steps below to configure the backlight settings on the terminal display.

Step	Action	Display
1.	From the idle prompt press the ENTER key to access the Core Menu.	
2.	From the Core Main Menu use the ▼ down arrow to highlight UTILITY Press the Green ENTER key to select.	
3.	Press the Green ENTER key to select SETTINGS.	
4.	Press the ▼ down arrow to highlight BACKLIGHT. Press the Green ENTER key to select.	
5.	**For Magic:** Press the up▲ arrow to select YES and activate the terminals backlight or press the down ▼ arrow to select NO and deactivate. **For V Series:** Press the F2 Key to select YES and activate the terminals backlight or press the F4 Key to select NO and deactivate.	
6.	Use the up▲ and down▼ arrow keys to increase and decrease the seconds for the backlight timeout. Press the Green ENTER key to save your setting.	
7.	Terminal returns to the Settings main menu. STOP	

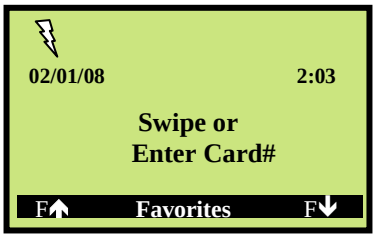
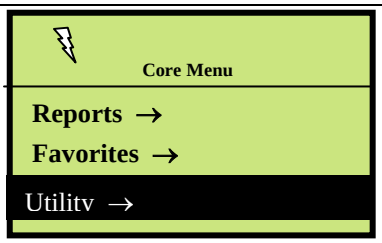
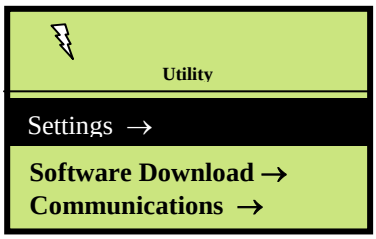
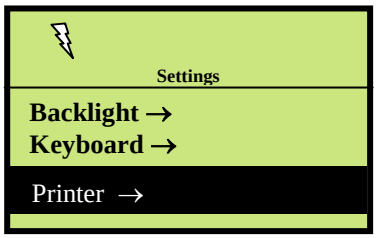
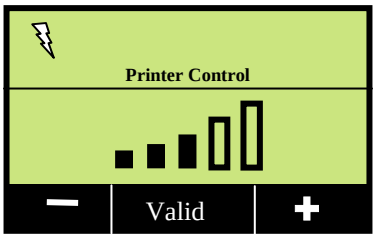
Keyboard Beep On/Off

Use the steps below to turn the terminal's keyboard beep on or off.

Step	Action	Display
1.	From the idle prompt press the ENTER key to access the Core Menu.	
2.	From the Core Main Menu use the ▼ down arrow to highlight UTILITY. Press the Green ENTER key to select.	
3.	Press the Green ENTER key to select SETTINGS.	
4.	Press the ▼ down arrow to highlight KEYBOARD. Press the Green ENTER key to select.	
5.	Press the button below the desired selection: • YES turns the Keyboard beep ON • NO turns the Keyboard beep OFF • CANCEL to cancel the action	MAGIC LINE  V SERIES 
6.	Terminal returns to the Settings main menu.	

ADJUSTING THE PRINTER CONTRAST

Use the steps below to adjust the contrast for the terminal's printer.

Step	Action	Display
1.	From the idle prompt press the ENTER key to access the Core Menu.	
2.	From the Core Main Menu use the ▼ down arrow to highlight UTILITY Press the Green ENTER key to select.	
3.	Press the Green ENTER key to select SETTINGS.	
4.	Press the ▼ down arrow to highlight PRINTER. Press the Green ENTER key to select.	
5.	**For Magic**: Use the up▲ and down▼ arrow keys to increase and decrease the printer contrast as desired. Press the Green ENTER key to save your setting. **For V Series**: Use the F2 and F4 keys to increase and decrease the printer contrast as desired. Press the Green ENTER key to save your setting.	
6.	Terminal returns to the Settings main menu. STOP	

SECURITY SETTINGS (CORE MENU)

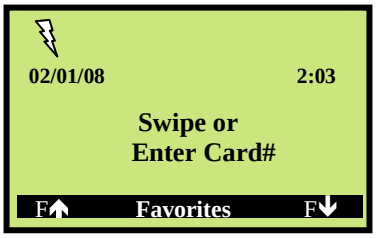
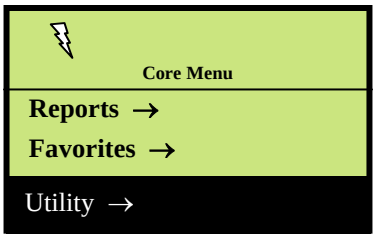
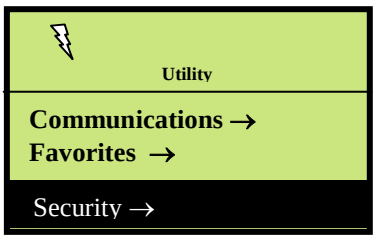
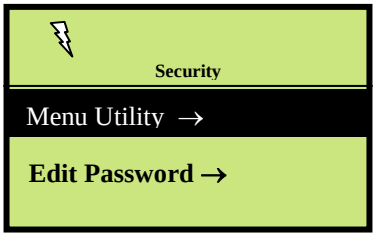
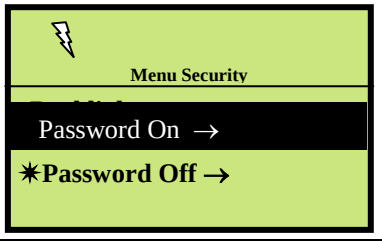
Dejavoo's secure multi-application functionality allows applications to coexist yet function independent of each other. Terminal level passwords are configurable for each host application and for the Core Menu.

The following are security option that can be configured for the Core Menu:

- Menu Security
- Edit Password
- Retrieve Password

MENU SECURITY (CORE MENU)

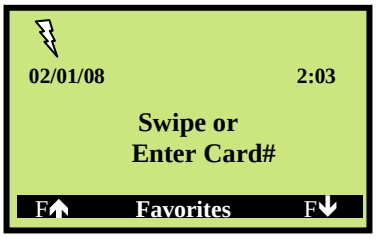
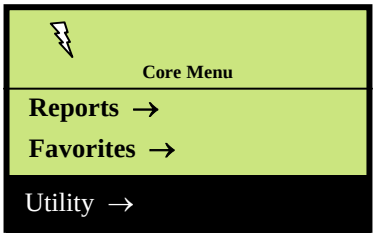
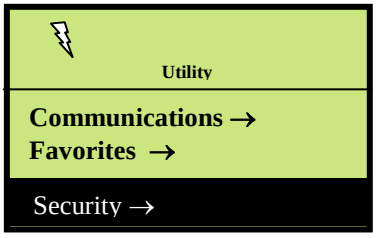
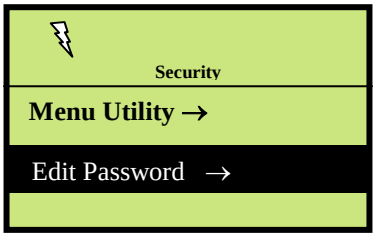
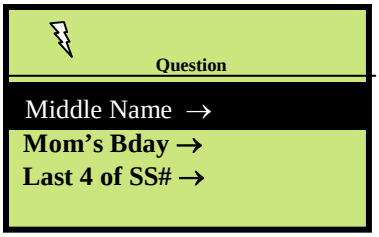
Use the chart below to configure the password requirement for accessing Core Menu options.

Step	Action	Display
1.	From the idle prompt press the ENTER key to access the Core Menu.	
2.	From the Core Main Menu use the ▼ down arrow to highlight UTILITY Press the Green ENTER key to select.	
3.	From the Core Main Menu use the ▼ down arrow to highlight SECURITY Press the Green ENTER key to select.	
4.	Press the Green ENTER key to select Menu Utility.	
5.	Use the arrow keys to highlight desired option. Press the Green ENTER key to select. Note: The Menu Security option that is currently set for the Core Menu will be marked with an asterisk (*).	
6.	Terminal returns to the Security main menu.	

EDIT PASSWORD (CORE MENU)

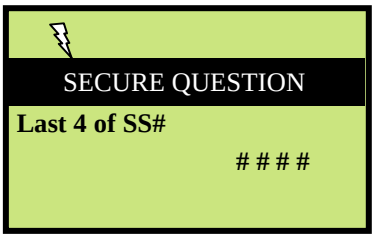
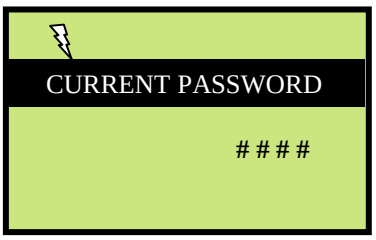
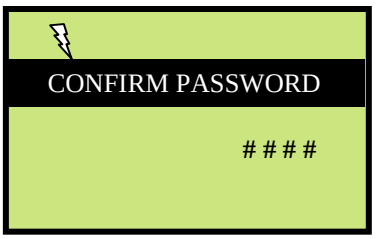
As stated in the About this Manual section, the Terminal's default password is 1234. The default password can be customized to an alphanumeric password of choice. When changing the password from the default password the first time you are prompted to set up 1 of 3 security questions. If the customized password is ever forgotten it can be retrieved by the terminal after providing the security information you provided here. For more information on retrieving a password see page 139.

Use the steps below to Edit the current Core Menu password.

Step	Action	Display
1.	From the idle prompt press the ENTER key to access the Core Menu.	
2.	From the Core Main Menu use the ▼ down arrow to highlight UTILITY Press the Green ENTER key to select.	
3.	From the Core Main Menu use the ▼ down arrow to highlight SECURITY Press the Green ENTER key to select.	
4.	Press the ▼ down arrow to highlight EDIT PASSWORD. Press the Green ENTER key to select.	
5.	Use the ▲ up and ▼ down arrow keys to highlight a security question to be set up. Press the Green ENTER key to select. Note: This will only prompt the first time the password is changed from the factory default.	

Continued on next page

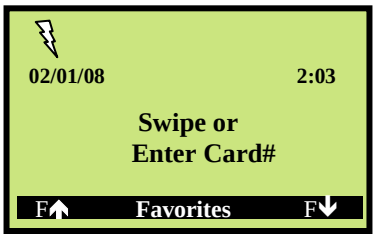
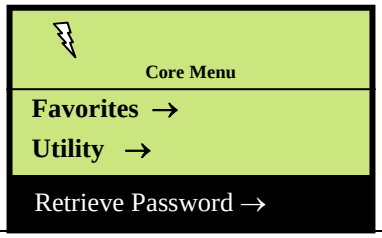
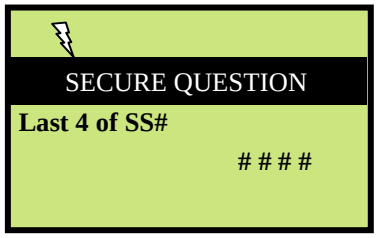
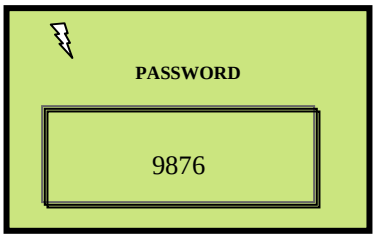
EDIT PASSWORD (CORE MENU), CONTINUED

Step	Action	Display
6.	Use the alphanumeric key pad to set up your answer to the chosen security question. Press the Green ENTER key to confirm your answer.	
7.	Use the key pad to input the terminals current password, the one you wish to change. Press the Green ENTER key to confirm. Note: If this is the first time the password has been changed the default password is 1234.	
8.	Use the key pad to input the customized NEW password, you are changing it to. Press the Green ENTER key to confirm.	
9.	Use the key pad to re-enter the customized NEW password, for confirmation. Press the Green ENTER key.	
10.	Terminal returns to the Security main menu.	

RETRIEVE PASSWORD (CORE MENU)

When a password is forgotten it is possible to retrieve it at the terminal. To do this, the terminal will prompt for the answer to the security information previously set up when the password was first edited from the default password of 1234. For more information on how to edit the password see page 139.

Use the steps below to retrieve a forgotten password from the terminal.

Step	Action	Display
1.	From the idle prompt press the ENTER key to access the Core Menu.	
2.	From the Core Main Menu use the ▼ down arrow to highlight RETRIEVE PASSWORD Press the Green ENTER key to select.	
3.	Use the alphanumeric keypad to input the answer to your previously set up security question. Press the Green ENTER key to confirm your answer.	
4.	The terminal will display the current password for 3 seconds.	
5.	Terminal returns to the Security main menu.	

COMMUNICATION SETTINGS (MODEM)

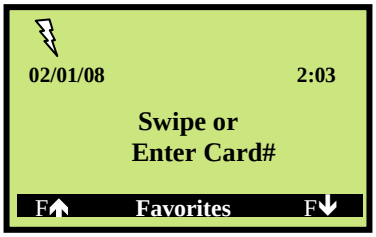
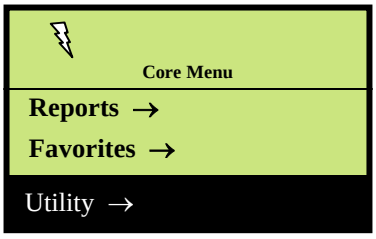
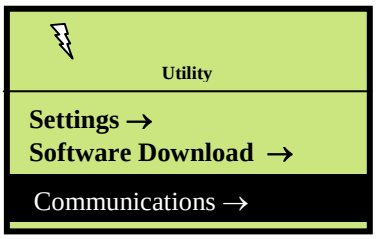
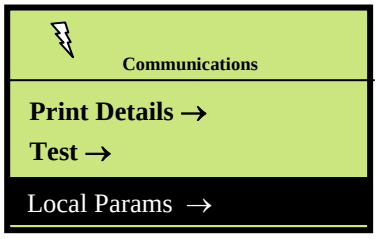
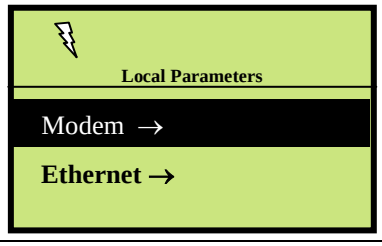
The following options enable edits to the following modem communication parameters:

■ Dialing Prefix ■ Dialing Suffix ■ Dial Type

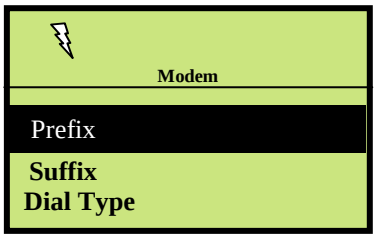
The definition of each modem communication parameter is as follows:

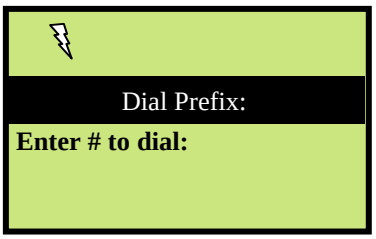
Dialing Prefix	When a number (i.e.: 9) is needed before a phone # to dial out.
Dialing Suffix	When a number (i.e.: 9) is needed after a phone # to dial out.
Dial Type	Sets the dial to either Touch Tone or Pulse dial.

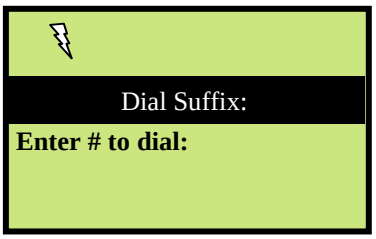
Use the steps below to edit the terminals global communication settings from the Core Menu:

Step	Action	Display
1.	From the idle prompt press the ENTER key to access the Core Menu.	
2.	From the Core Main Menu use the ▼ down arrow to highlight UTILITY Press the Green ENTER key to select.	
3.	From the Core Main Menu use the ▼ down arrow to highlight COMMUNICATIONS Press the Green ENTER key to select.	
4.	Use the ▼ down arrow key to highlight LOCAL PARAMS. Press the Green ENTER key to select.	
5.	Press the Green ENTER key to select MODEM.	

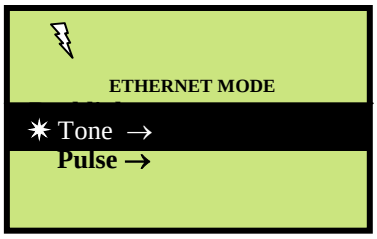
Continued on next page

<table>
<tr><th>Step</th><th>Action</th><th>Display</th></tr>
<tr><td>6.</td><td><table><tr><th>For</th><th>Then</th></tr><tr><td>Dialing Prefix</td><td>Press Enter & go to step 7</td></tr><tr><td>Dialing Suffix</td><td>Press ▼ arrow 1X & press ENTER. Skip to step 9</td></tr><tr><td>Dial Type</td><td>Press ▼ arrow 2X's & press ENTER. Skip to step 11</td></tr></table></td><td> 
</td></tr>
<tr><td>7.</td><td>Using the keypad input the desired dialing prefix.

Press the Green ENTER button to confirm.</td><td> 
</td></tr>
<tr><td>8.</td><td colspan="2">Terminal returns to the modem communications menu.</td></tr>
<tr><td>9.</td><td>Using the keypad input the desired dialing suffix.

Press the Green ENTER button to confirm.</td><td> 
</td></tr>
<tr><td>10.</td><td colspan="2">Terminal returns to the modem communications menu.</td></tr>
<tr><td>11.</td><td>Use the ▲ up and ▼ down arrow keys to highlight desired option.

Press the Green ENTER key to select.

Note: The Dial Type option that is currently set for the Modem Communication will be marked with an asterisk (*).</td><td> 
</td></tr>
<tr><td>12.</td><td colspan="2">Terminal returns to the modem communications menu.</td></tr>
</table>

COMMUNICATION SETTINGS (ETHERNET)

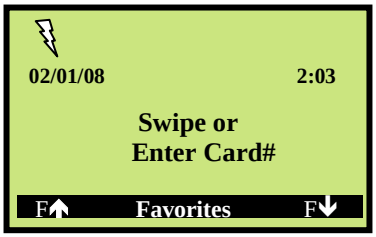
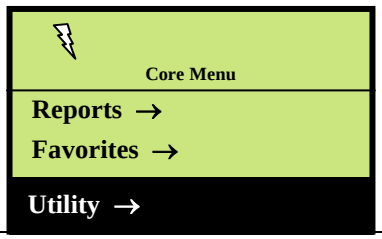
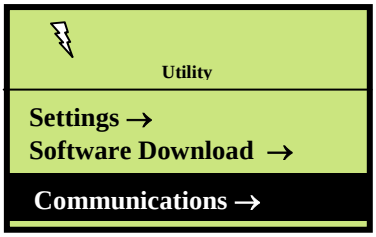
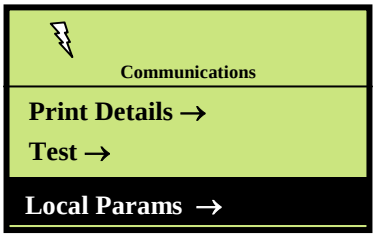
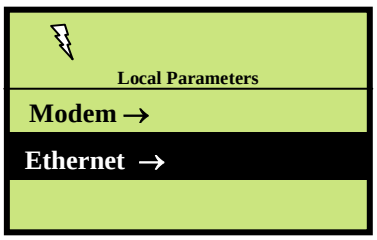
The following options enable edits to the following Ethernet communication parameters:

■ DHCP or Static IP Communication Parameters

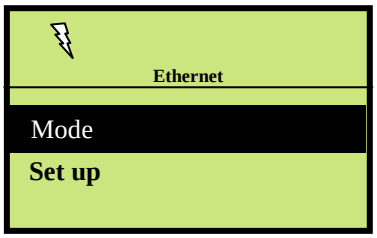
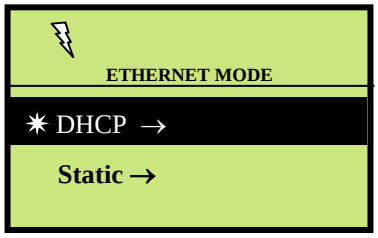
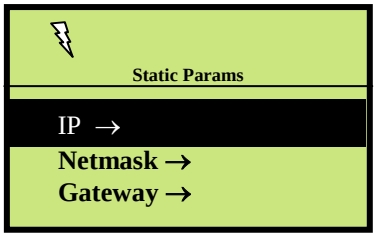
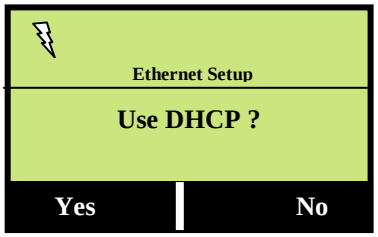
The definition of each Ethernet communication parameter is as follows:

Mode	Configures the choice of DHCP or Static IP for Ethernet communication.
Set Up	Sets up Static IP parameters for Ethernet communication.

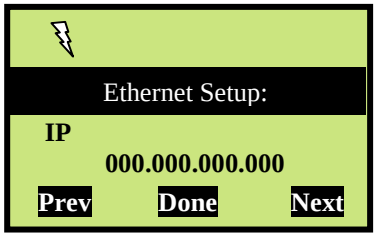
Use the steps below to edit the terminals global communication settings from the Core Menu:

Step	Action	Display
1.	From the idle prompt press the ENTER key to access the Core Menu.	
2.	From the Core Main Menu use the ▼ down arrow to highlight UTILITY Press the Green ENTER key to select.	
3.	From the Core Main Menu use the ▼ down arrow to highlight COMMUNICATIONS Press the Green ENTER key to select.	
4.	Use the ▼ down arrow key to highlight LOCAL PARAMS. Press the Green ENTER key to select.	
5.	Use the ▼ down arrow key to highlight ETHERNET. Press the Green ENTER key to select.	

Continued on next page

<table>
<tr><th>Step</th><th>Action</th><th>Display</th></tr>
<tr><td>6.</td><td>
<table>
<tr><th>For</th><th>Then</th></tr>
<tr><td>Mode</td><td>Press Enter & go to step 7</td></tr>
<tr><td>Set Up Static IP</td><td>Press ▼ arrow 1X & press ENTER. Skip to step 10</td></tr>
</table>
</td><td> 
</td></tr>
<tr><td>7.</td><td>
<table>
<tr><th>If</th><th>Then</th></tr>
<tr><td>DHCP</td><td>Press Enter & stop</td></tr>
<tr><td>Static</td><td>Press ▼ arrow 1X & press ENTER. Proceed to step 8</td></tr>
</table>
Note: The Ethernet Mode option that is currently set for the Modem Communication will be marked with an asterisk (*).
</td><td> 
</td></tr>
<tr><td>8.</td><td>Use the ▲ up and ▼ down arrow keys to highlight desired option.
Press the Green ENTER key to select.
Note: Repeat to configure each IP parameter setting.</td><td> 
</td></tr>
<tr><td>9.</td><td colspan="2">Terminal returns to the Ethernet communications menu.</td></tr>
<tr><td>10.</td><td>
<table>
<tr><th>For Magic</th><th>For V Series</th></tr>
<tr><td>Press the ▼ down arrow key for NO.</td><td>Press the F4 key for NO.</td></tr>
</table>
</td><td> 
</td></tr>
<tr><td>11.</td><td>Use the keypad to input the static IP address in the following format: NNN.NNN.NNN.NNN

To edit additional IP Params such as: Netmask, Gateway, DNS1 & DNS2 continue to press the ▼ down arrow (Magic) or F4 Key (V Series) for NEXT after each entry.

When Static IP parameters have been completed press the Middle Hot Key (Magic) or F3 Key (V Series) for DONE.</td><td> 
</td></tr>
<tr><td>12.</td><td colspan="2">Terminal returns to the Ethernet communications menu.</td></tr>
</table>

SETTLEMENT (FOR ALL APPLICATIONS)

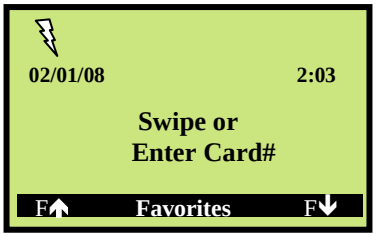
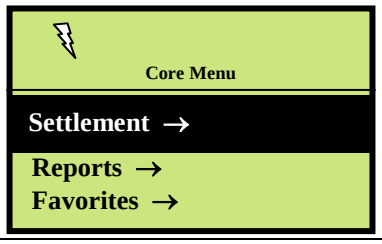
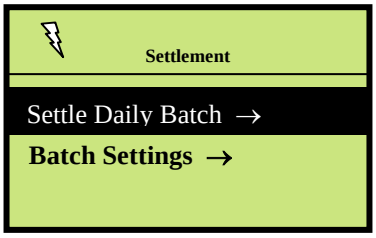
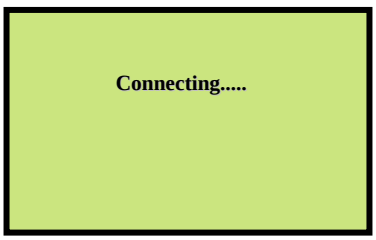
Dejavoo provides features and options for efficient management of multiple applications. The Global Settlement feature allows for batch configuration and batch settlement of all active applications at the same time.

■ Global Daily Settlement ■ Global Batch Settings

For Example: *XYZ Merchant is subscribed to Credit and Debit, Gift Card and Check applications. He wants all three applications to batch at the same time so he uses the Settlement option in the Core Menu to configure the batch settings for all applications.*

Settle Daily Batch (FOR ALL APPLICATIONS)

Use the steps below to manually settle the daily batch for all terminal applications. (i.e.: Credit, Debit, Gift Card, Check, Loyalty, etc.)

Step	Action	Display
1.	From the idle prompt press the ENTER key to access the Core Menu.	
2.	From the Core Main Menu press the Green ENTER key to select SETTLEMENT.	
3.	Press the Green ENTER key to select SETTLE DAILY BATCH.	
4.	Terminal Dials Out and displays responses. (Connecting...Connected...Sending...Receiving... (host response)	
5.	Screen Flashes Host Response i.e.: "Approved' or "Declined".	
6.	Batch Report Prints and the terminal returns to the Core Menu. .	

Batch Settings (FOR ALL APPLICATIONS)

Use the chart below to designate automatic batch options for all terminal applications. (i.e.: Credit, Debit, Gift Card, Check, Loyalty, etc.) Configure settings for transaction settlement to be one of the following options:

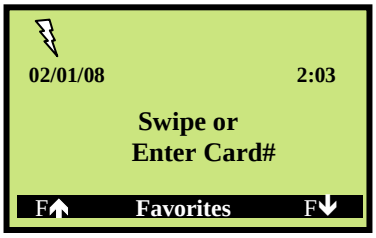
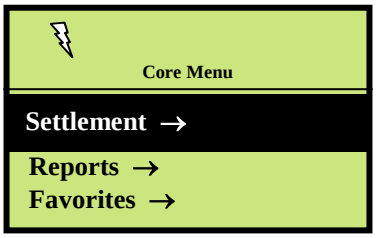
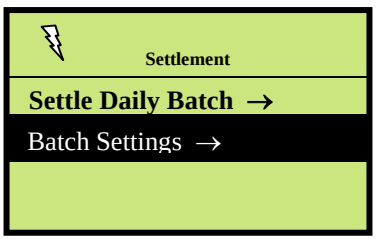
(1) Automatically dial to each applications host for settlement at a specified time.

(2) Automatically settle without communicating and dialing to any of the terminals host.

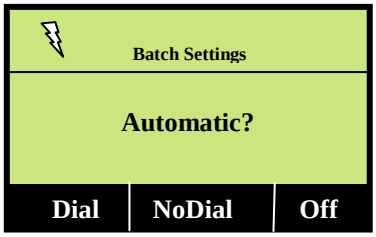
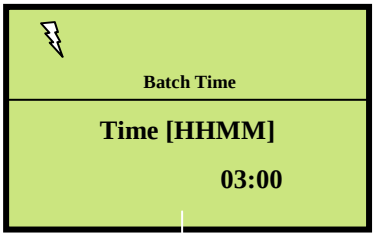
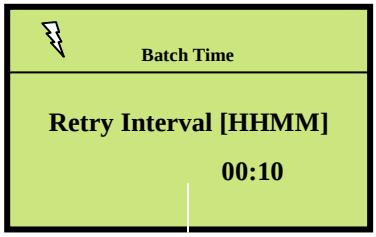
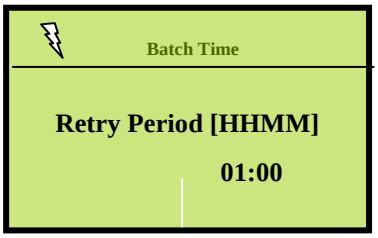
(3) Disable automatic batching for all applications by turning the option completely off.
Note: When disabling automatic batch it is important to note that the merchant will need to manually batch his/her transactions (see page 89)

For Example:

1. *The merchant wants the terminal to dial out at 3:00am and send all open batches to the corresponding host processors for settlement. He/she selects the option for Automatic DIAL.*
2. *The merchant wants the terminal to purge all open batches and print out a batch report because all host processors are settling the batch without terminal communication, He/she selects the option for Automatic NO DIAL.*
3. *The merchant wants to manually initiate the batch settlement process for all applications and does not want the terminal to settle at any time or with any host automatically. He/she selects the OFF option.*

Step	Action	Display
1.	From the idle prompt press the ENTER key to access the Core Menu.	
2.	From the Core Main Menu press the Green ENTER key to select SETTLEMENT.	
3.	Press the down▼ arrow key to highlight BATCH SETTINGS. Press the Green ENTER key to select.	

Continued on next page

<table>
<tr><th>Step</th><th>Action</th><th>Display</th></tr>
<tr><td>4.</td><td>Use the up arrow ▲ , middle key - , or down arrow , to configure the terminals automatic settlement options.
<table><tr><th>If</th><th>Then</th></tr><tr><td>Dial</td><td>Press the up Arrow (Magic) or F2 Key (V Series)</td></tr><tr><td>No Dial</td><td>Press the middle (favorites) button (Magic) or F3 Key (V Series)</td></tr><tr><td>Off</td><td>Press the down arrow (Magic) or F4 Key (V Series)</td></tr></table></td><td>  </td></tr>
<tr><td>5.</td><td>Use the keypad to input the desired time to have the terminal dial out automatically and settle open transactions.
Note: Time format is HH:MM and is in military format.
Ie; 4:00pm would be input as 16:00 while 4:00am is 04:00.</td><td>  </td></tr>
<tr><td>6.</td><td>Use the keypad to input how many minutes before the terminal should continue to retry to close the batch should the first attempt be unsuccessful.
Press ENTER to confirm.
Note: The example to the right shows that the terminal will dial out every ten minutes to retry the settlement.</td><td>  </td></tr>
<tr><td>7.</td><td>Use the keypad to input the time period the terminal should continue to try to close the batch.
Press ENTER to confirm.
Ie: The terminal will continue to retry the settlement every 10 minutes for up to 1 hour according to the example on the right.</td><td>  </td></tr>
<tr><td>8.</td><td colspan="2">Terminal Returns to the Core Menu.</td></tr>
</table>

REPORTS (FOR ALL APPLICATIONS)

Dejavoo provides features and options for efficient management of multiple applications. The Global Report options provide cumulative reporting of all active terminal applications.

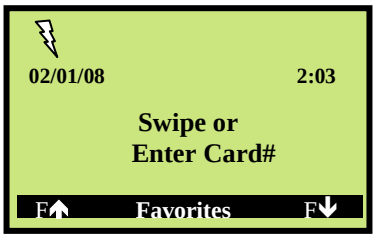
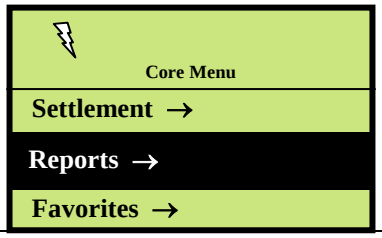
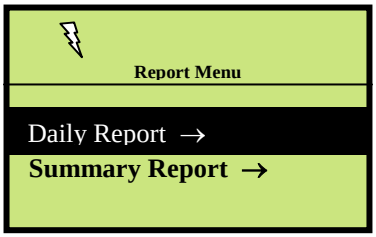
■ Global Daily Report ■ Global Summary Report

For Example: *ABC Merchant is subscribed to Credit and Debit, Gift Card and Check applications. He/she wants to print a report that will show transaction totals for all three applications on the same report. He uses the Summary Report option in the Core Menu to print totals for all applications. .*

** For information on how to print a report for a specific host application only see page 103.*

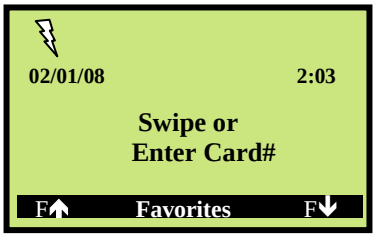
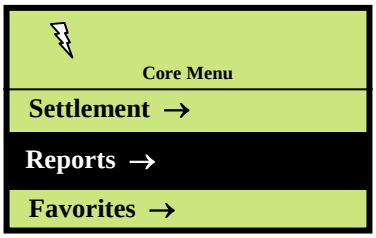
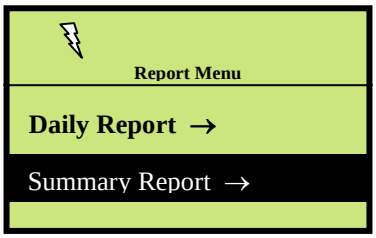
DAILY REPORT (FOR ALL APPLICATIONS)

This Core Menu option provides daily report information for ALL active terminal applications. The Daily Report prints the transaction #, Card Type, Transaction Type, Last four digits of the Account Number and dollar amount for each transaction that are in the current/open batch.

Step	Action	Display
1.	From the idle prompt press the ENTER key to access the Core Menu.	
2.	From the Core Main Menu press the down▼ arrow key to highlight REPORTS. Press the Green ENTER key to select.	
3.	From the Report Menu press ENTER to select DAILY REPORT.	
4.	Terminal returns to the Core Menu.	

SUMMARY REPORT (FOR ALL APPLICATIONS)

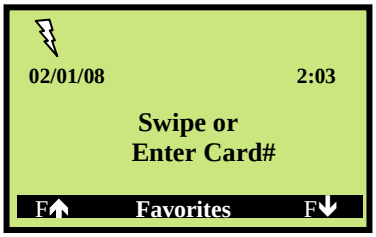
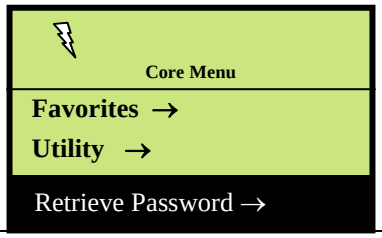
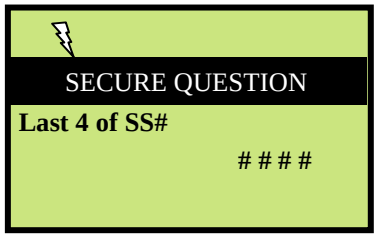
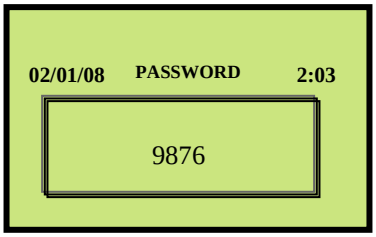
This Core Menu option provides transaction totals information for ALL active terminal applications. This Summary Report prints total amounts for each transaction type for all active applications in the current and open batch.

Step	Action	Display
1.	From the idle prompt press the ENTER key to access the Core Menu.	
2.	From the Core Main Menu press the down▼ arrow key to highlight REPORTS. Press the Green ENTER key to select.	
3.	From the Report Menu press ENTER to select SUMMARY REPORT.	
4.	Terminal returns to the Core Menu.	

RETRIEVE PASSWORD (CORE MENU)

When a password is forgotten it is possible to retrieve it at the terminal. To do this, the terminal will prompt for the answer to the security information previously set up when the password was first edited from the default password of 1234. For more information on how to edit the password see page 139.

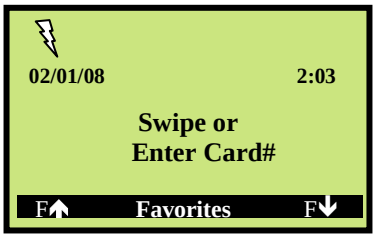
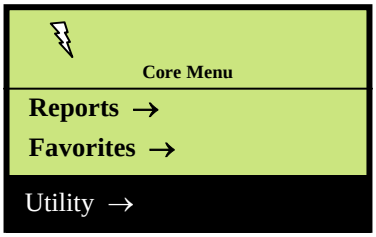
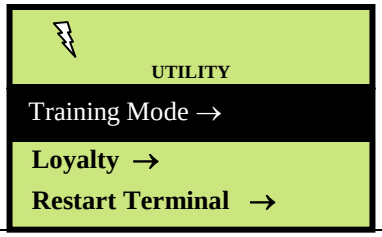
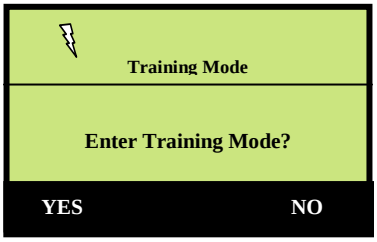
Use the steps below to retrieve a forgotten password from the terminal.

Step	Action	Display
1.	From the idle prompt press the ENTER key to access the Core Menu.	
2.	From the Core Main Menu use the ▼ down arrow to highlight RETRIEVE PASSWORD Press the Green ENTER key to select.	
3.	Use the alphanumeric keypad to input the answer to your previously set up security question. Press the Green ENTER key to confirm your answer.	
4.	The terminal will display the current password for 3 seconds.	
5.	Terminal returns to the Security main menu.	

TRAINING MODE ON/OFF

Use the directions below to turn training mode ON or OFF

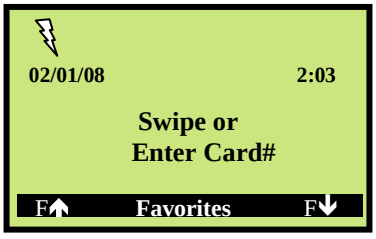
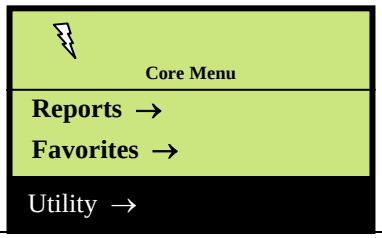
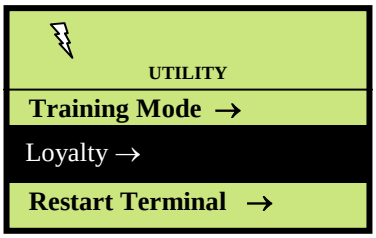
*Note: All ations in Training Mode are fictitious and NOT real. To process live actions and transactions in the terminal you must have Training Mode OFF. When Training Mode is on the terminal idle prompt will blink "TRAINING MODE" and every receipt and report will print with a training mode disclaimer/reminder at the bottom of the print. .

<table>
<tr><th>Step</th><th>Action</th><th>Display</th></tr>
<tr><td>1.</td><td>From the idle prompt press the ENTER key to access the Core Menu.</td><td> 
</td></tr>
<tr><td>2.</td><td>From the Core Main Menu use the ▼ down arrow to highlight UTILITY.
Press the Green ENTER key to select.</td><td> 
</td></tr>
<tr><td>3.</td><td>Press the ▲ up arrow to highlight TRAINING MODE.
Press the Green ENTER key to select.</td><td> 
</td></tr>
<tr><td>4.</td><td>The terminal will prompt "ENTER TRAINING MODE?"
<table>
<tr><th>For Magic</th><th>For V Series</th></tr>
<tr><td>Press the ▲ Up arrow for YES to turn Training Mode ON or Press the ▼ Down arrow for NO to turn Training Mode OFF.</td><td>Press the F2 Key for YES to turn Training Mode ON or Press the F4 Key for NO to turn Training Mode OFF.</td></tr>
</table></td><td> 
</td></tr>
<tr><td>5.</td><td colspan="2">When put in Training Mode, the terminal will print out a disclaimer advising that transactions run in Training Mode are fictitious and not live actions or transactions. If Training Mode is on the idle prompt will blink "TRAINING MODE" to remind you the terminal is not in live mode.</td></tr>
</table>

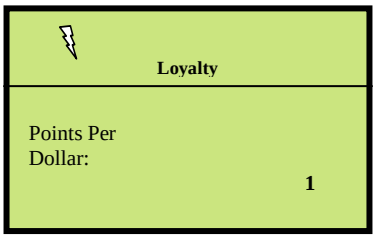
CONFIGURING POINTS PER DOLLAR

Use the directions below to configure how many points customers will earn for every dollar they at the merchant location.

*Note: Consumers participating in the loyalty program will be prompted for their mobile phone number during the transaction to identify their loyalty account.

Step	Action	Display
6.	From the idle prompt press the ENTER key to access the Core Menu.	
7.	From the Core Main Menu use the ▼ down arrow to highlight UTILITY. Press the Green ENTER key to select.	
8.	Press the ▲ up arrow to highlight LOYALTY Press the Green ENTER key to select.	
9.	Press the Green ENTER Key to select POINTS PER DOLLAR.	

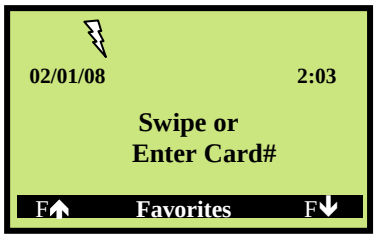
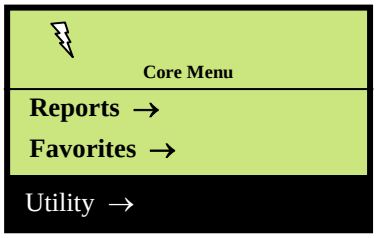
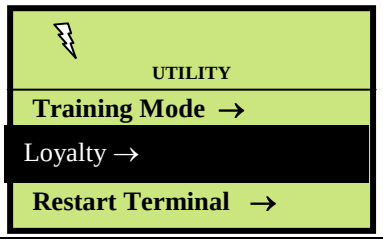
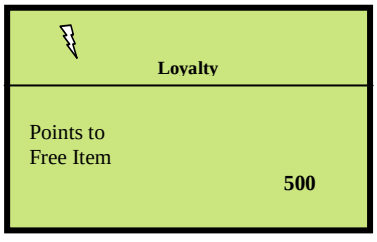
Continued on next page

Step	Action	Display
10.	Using the keypad input the number of points you would like to award for each dollar spent and press the Green ENTER Key.	
11.	Terminal display will flash with the response confirming the new Points per Dollar setting. (Example – Points per Dollar set to 1) and return to the Loyalty Menu.	

LOYALTY - CONFIGURING POINTS TO FREE ITEM

Use the directions below to configure how many points a customer needs to accrue to receive their reward or "Free Item".

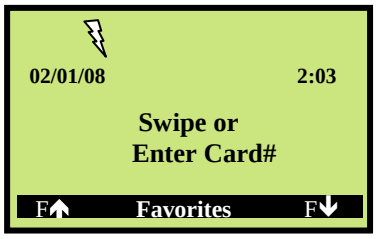
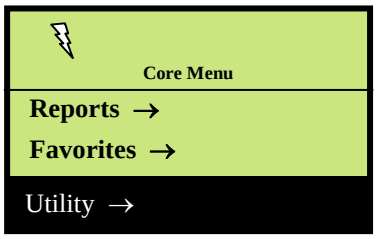
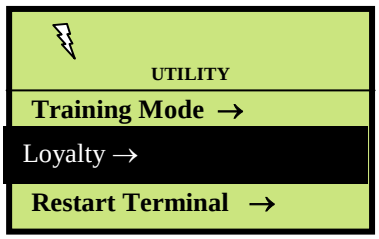
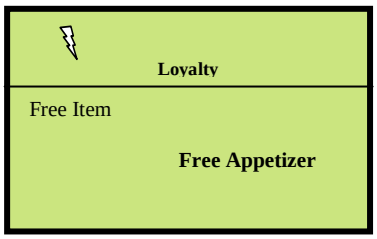
*Note: Consumers participating in the loyalty program will be prompted for their mobile phone number during the transaction to identify their loyalty account.

Step	Action	Display
1.	From the idle prompt press the ENTER key to access the Core Menu.	
2.	From the Core Main Menu use the ▼ down arrow to highlight UTILITY. Press the Green ENTER key to select.	
3.	Press the ▲ up arrow to highlight LOYALTY Press the Green ENTER key to select.	
4.	Use the up▲ or down▼ arrow keys to highlight POINTS TO FREE ITEM and press the Green ENTER Key. (If there is already something in that field, press the Yellow BACK Key to delete.)	
5.	Using the keypad input the threshold for number of points the Customer must earn to receive their award and press the Green ENTER Key. (Use the yellow back space key to clear out the field.)	
6.	The terminal display will flash with the response confirming the new Points to Free Item setting. (Example: Points to Free Item Set to 500) STOP	

LOYALTY - CONFIGURING FREE ITEM

Use the directions below to configure what the reward or "Free Item" will be when the customer reaches the reward point threshold.

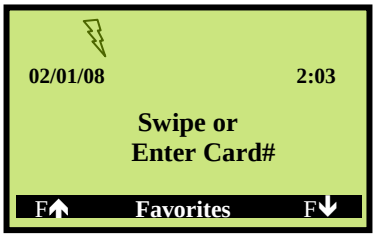
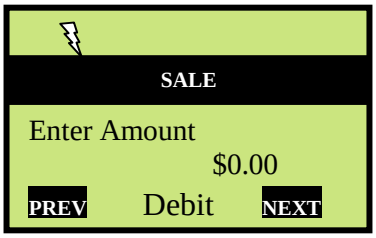
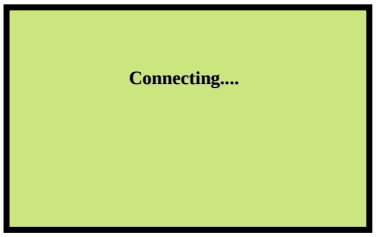
*Note: Consumers participating in the loyalty program will be prompted for their mobile phone number during the transaction to identify their loyalty account.

Step	Action	Display
1.	From the idle prompt press the ENTER key to access the Core Menu.	
2.	From the Core Main Menu use the ▼ down arrow to highlight UTILITY. Press the Green ENTER key to select.	
3.	Press the ▲ up arrow to highlight LOYALTY Press the Green ENTER key to select.	
4.	Use the up▲ or down▼ arrow keys to highlight FREE ITEM and press the Green ENTER Key.	
5.	Using the alphanumeric keypad input the Free Item the customer will be awarded when they meet the point threshold. Then press the Green ENTER Key. (Use the yellow back space key to clear out the field if necessary)	
6.	The Terminal display will flash with the response confirming the Free Item to be awarded. (Example – Free Item set to Free Appetizer.) STOP	

LOYALTY PROGRAM – OPT IN/OUT – DURING SALES TRANSACTION

Follow the steps below during a Sale Transaction to opt a new customer into the Loyalty Program. Points can only be redeemed when the card is swiped.

*Note: Points are tracked by card only. Using different credit cards will result in separate point balances per card. The customer will have the opportunity to opt in or out for each different card swiped in the terminal.

<table>
<tr><th>Step</th><th>Action</th><th>Display</th></tr>
<tr><td>1.</td><td>From the Idle Prompt, SWIPE the Credit or Debit card.</td><td> 
</td></tr>
<tr><td>2.</td><td>INPUT the dollar amount ($0.00) of the Sale and press the Green ENTER Key</td><td> 
</td></tr>
<tr><td>3.</td><td>The Terminal will connect with the HOST and display the response, “Connecting…Sending…Receiving” before providing the Approval Response.</td><td> 
</td></tr>
<tr><td>4.</td><td><table><tr><th>For Magic</th><th>For V Series</th></tr><tr><td>The Terminal will prompt, “Would you like to be part of Loyalty? YES or NO…”
Use the up▲ arrow key to select YES or the down ▼ arrow key for NO.</td><td>The Terminal will prompt, “Would you like to be part of Loyalty? YES or NO…”
Use the F2 key to select YES or the F4 key for NO.</td></tr></table></td><td>
</td></tr>
<tr><td>5.</td><td colspan="2">** Upon Approval the Terminal will print out the Sale Receipt which will then include the Points Earned on that transaction, the Points Balance and Number of Points needed to receive Reward. **</td></tr>
</table>

Merchant Copy

ABC STORE
4534 Any Street
Somewhere, NY 111111
(555)-777-8888

- -

04/07/07 09:00
Trans #:1 Batch #:1

S A L E

Acct: **********5555
Type: VISA
Entry: Card Swiped
Server (2): Lisa

AMOUNT: **$50.35**

TIP AMT: **$___.___**

TOTAL AMT: **$___.___**

Tip Sugg. 1: 15% 7.55
Tip Sugg. 2: 18% 9.06
Tip Sugg. 3: 20% 10.07

Resp: Approved
Code: 123456

Congratulations you
Have won a
10% Discount

Your New Points Balance is 10

(Disclaimer here)

X_____
Customer Name

MERCHANT COPY

Customer Copy

ABC STORE
4534 Any Street
Somewhere, NY 111111
(555)-777-8888

- -

04/07/07 09:00
Trans #:1 Batch #:1

S A L E

Acct: **********5555
Type: VISA
Entry: Card Swiped
Server (2): Lisa

AMOUNT: **$50.35**

TIP AMT: **$___.___**

TOTAL AMT: **$___.___**

Tip Sugg. 1: 15% 7.55
Tip Sugg. 2: 18% 9.06
Tip Sugg. 3: 20% 10.07

Resp: Approved
Code: 123456

Points Earned: **50**
Points Balance: **350**

Only 150 more points
to receive reward

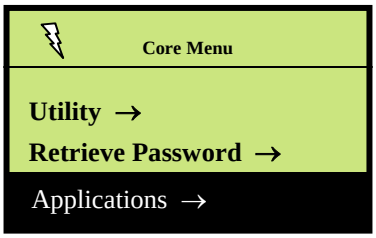
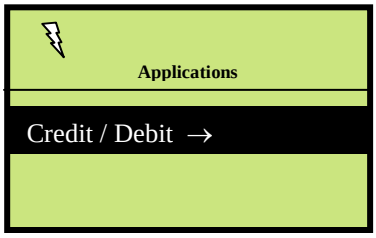
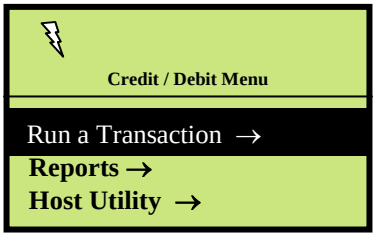
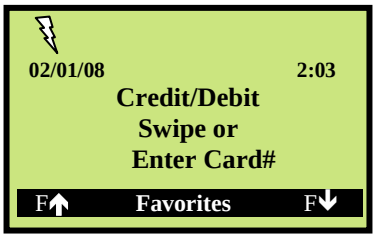
Refunds accepted with receipt
www.abcstore.com

CUSTOMER COPY

CREDIT/DEBIT APPLICATION MENU

RUN A TRANSACTION

By selecting "Run a Transaction" in the credit/debit application menu the terminal will initiate a credit/debit transaction. This option is in addition to the terminal default of swiping or manually entering a card number from the idle prompt.

Step	Action	Display
1.	From the idle prompt press the ENTER key to access the Dejavoo Core Menu.	
2.	From the Core Main Menu use the up arrow to highlight APPLICATIONS. Press the Green ENTER key to select.	
3.	Use the navigation keys to highlight CREDIT/DEBIT application. Press the Green ENTER key to select.	
4.	Use the up▲ and down▼ arrow keys to highlight RUN A TRANSACTION Press the Green ENTER key to select.	
5.	The terminal returns to the idle prompt ready to process a Credit/Debit transaction.	
6.	Terminal returns to the idle prompt. STOP	

REPORTS (CREDIT/DEBIT)

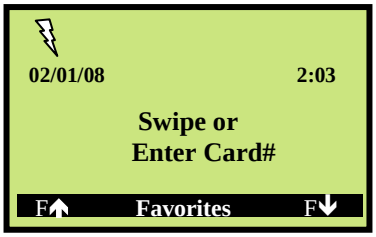
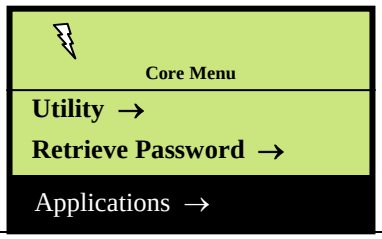
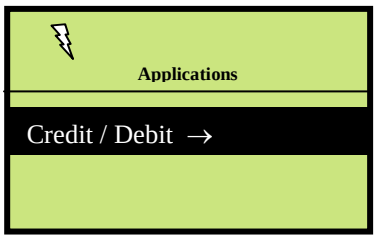
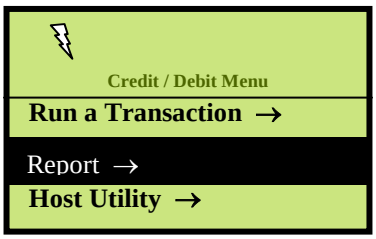
The Dejavoo Credit/Debit application provides a variety of report options including the option to customize reports at the terminal level.

Report options allow the user a variety of report types Including:

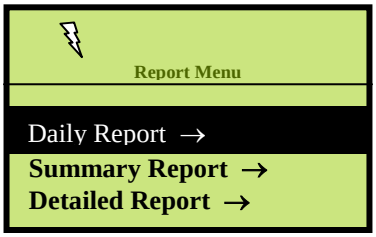
- Daily Report
- History Report
- Summary Report
- Report Generator
- Detailed Report
- Custom Reports

DAILY REPORT

The Daily Report prints the transaction #, Card Type, Transaction Type, Last four digits of the Account Number and dollar amount for transactions that are in the current/open batch.

Step	Action	Display
1.	From the idle prompt press the ENTER key to access the Core Menu.	
2.	From the Core Main Menu use the up arrow to highlight APPLICATIONS. Press the Green ENTER key to select.	
3.	Use the navigation keys to highlight CREDIT/DEBIT application. Press the Green ENTER key to select.	
4.	Use the ▼ down arrow to highlight REPORT. Press the Green ENTER key to select.	

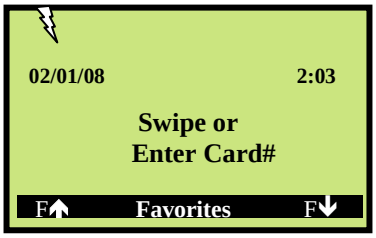
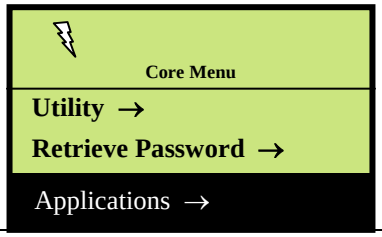
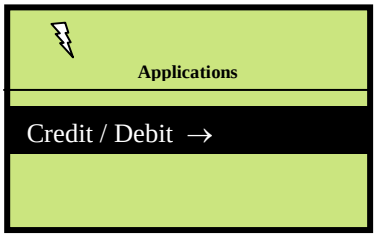
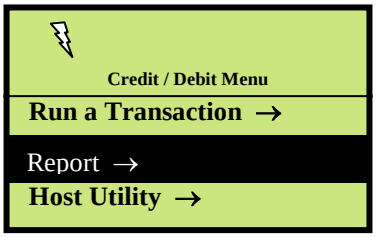
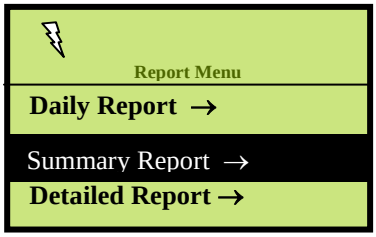
Continued on next page

Step	Action	Display
5.	From the Report Menu highlight the option for DAILY REPORT. Press the Green ENTER key to select.	
6.	Terminal returns to the Report Menu. STOP See Report Example Below.	

```
          MY BUSINESS
          123 MAIN ST.
        ANYTOWN, NY 11111
          1-800-555-1212
--------------------------
        Daily Report
==========================
  08/01/2007   13:09:00
--------------------------
Terminal Number:
Merchant Number:
Batch Number:
--------------------------
EDC:                CREDIT

Trn Crd Tp Acct   $ Amount
**************************
 1  VIS SL 1111      10.00
 2  M/C SL 5454      55.40
 3  VIS VS 1111      10.00
**************************
CREDIT Records:          3
CREDIT Total:        55.40
==========================

EDC:                 DEBIT

Trn      Tp Acct   $ Amount
**************************
 1       SL 7890      17.00
 2       SL 8901      37.00
**************************
DEBIT Records:           2
DEBIT TOTAL:         54.00
Incl. Cash Back      10.00
==========================

Records:                 5
Overall:            109.40

End of Report
```

SUMMARY REPORT

The Summary Report prints total amount s for each transaction type that is in the current and open batch.

Step	Action	Display
1.	From the idle prompt press the ENTER key to access the Dejavoo Core Menu.	
2.	From the Core Main Menu use the up arrow to highlight APPLICATIONS. Press the Green ENTER key to select.	
3.	Use the navigation keys to highlight CREDIT/DEBIT application. Press the Green ENTER key to select.	
4.	Use the down arrow key to highlight the option for REPORT. Press the Green ENTER key to select.	
5.	From the Report Menu highlight the option for SUMMARY REPORT. Press the Green ENTER key to select.	

Continued on next page

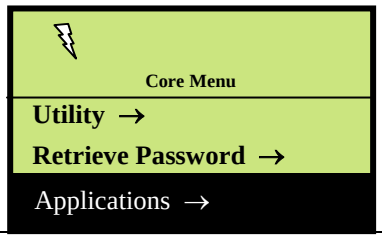
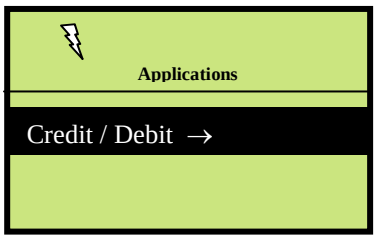
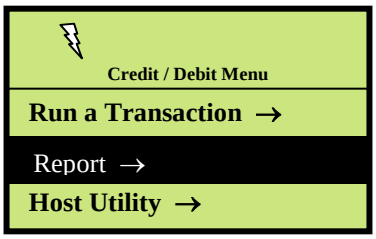
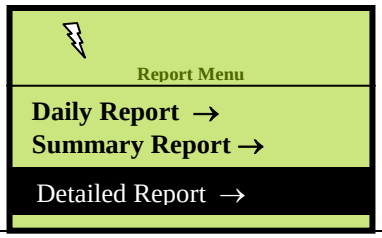
Step	Action	Display
6.	Terminal returns to the Report Menu.	See Report Example Below.

```
.........................

        MY BUSINESS
       123 MAIN ST.
     ANYTOWN, NY 11111
       1-800-555-1234
--------------------------
      Summary Report
--------------------------
08/01/2008        13:09:00
--------------------------
Terminal Number:    123456
Merchant:       6543215432
Batch Number:            5
--------------------------
Type     # TRN    $ Amount
Sale         3        64.33
Return       0         0.00
Void         0         0.00
Auth         1        75.00
Ticket       1        53.26
--------------------------
Records:                 5
Total:              192.59
--------------------------
       End of Report
```

DETAILED REPORT

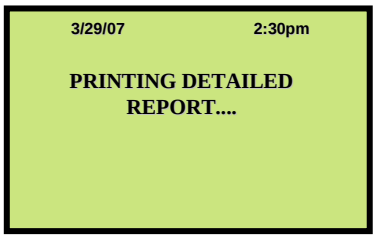
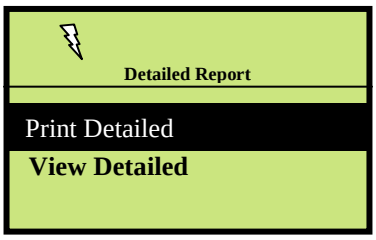
The Detailed Report will print OR display a full receipt (Without the Header or Trailer) for each transaction in the current batch.

Important Note: If there are many transactions in the batch this report will be lengthy, be sure to check the terminal's paper supply.

Step	Action	Display
1.	From the idle prompt press the ENTER key to access the Dejavoo Core Menu.	
2.	From the Core Main Menu use the up arrow to highlight APPLICATIONS. Press the Green ENTER key to select.	
3.	Use the navigation keys to highlight CREDIT/DEBIT application. Press the Green ENTER key to select.	
4.	Use the down arrow key to highlight the option for REPORT. Press the Green ENTER key to select.	
5.	From the Report Menu use the down arrow key to highlight the option for DETAILED REPORT. Press the Green ENTER key to select.	

Continued on next page

DETAILED REPORT, CONTINUED

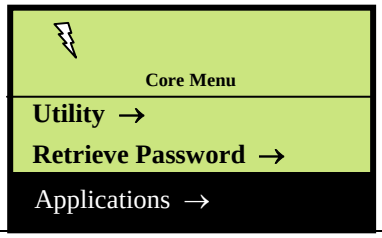
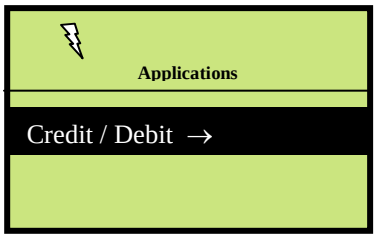
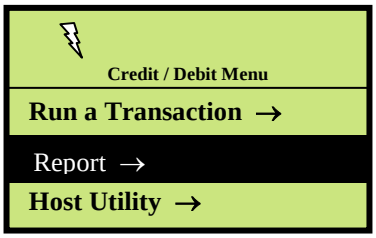
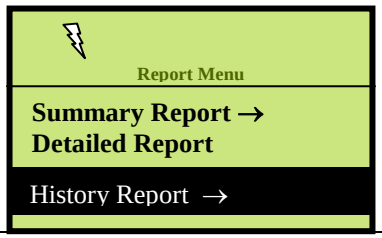
Step	Action	Display
6.	Report Prints and terminal displays "Printing Summary Report..."	
7.	Use the navigation keys to highlight the desired selection: Print Detailed to print the report from the terminal OR View Detailed to view the report from the terminal display.	
8.	Terminal returns to the Report Menu. STOP See Report Example Below.	

```
.........................
        MY BUSINESS
       123 MAIN ST.
     ANYTOWN, NY 11111
       1-800-555-1234
-------------------------
      Detailed Report
=========================
 08/01/2007       13:09:00
-------------------------
Terminal Number:    123455
Merchant:       6543215432
Batch #:                21
-------------------------

EDC:                CREDIT
Sale:               112.00
Transaction #            1
Trans. Date:      08/01/07
Trans. Time:      09:10:00
Entry:                Swipe
Acc:      ************1234
Type:           MASTERCARD
Resp:             Approved
Code:               123456


*************************
Records:                 1
TOTAL:              112.00
=========================

EDC:                 DEBIT
Sale:                22.00
Transaction #            2
Trans. Date:      08/01/07
```

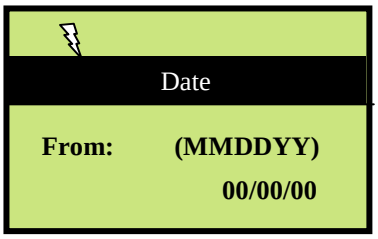
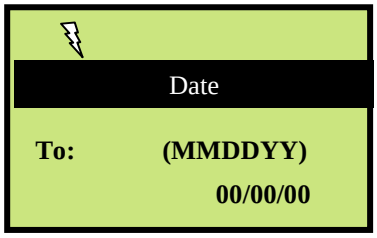
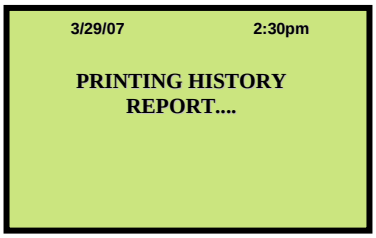
HISTORY REPORT

The History report will print total settlement amounts for each EDC (Payment) type for a specified date range.

For Example: To print a report that shows the settlement amounts for Credit and for Debit for the past two months the History Report is the report that has this information.

Step	Action	Display
1.	From the idle prompt press the ENTER key to access the Dejavoo Core Menu.	
2.	From the Core Main Menu use the up arrow to highlight APPLICATIONS. Press the Green ENTER key to select.	
3.	Use the navigation keys to highlight CREDIT/DEBIT application. Press the Green ENTER key to select.	
4.	Use the down arrow key to highlight the option for REPORT. Press the Green ENTER key to select.	
5.	From the Report Menu use the down arrow key to highlight the option for History Report. Press the Green ENTER key to select.	

Continued on next page

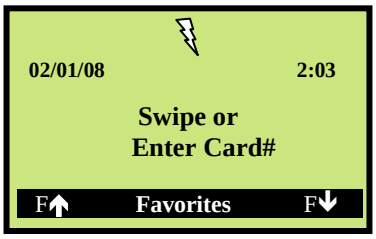
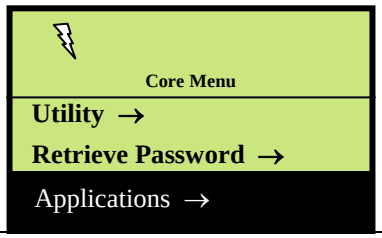
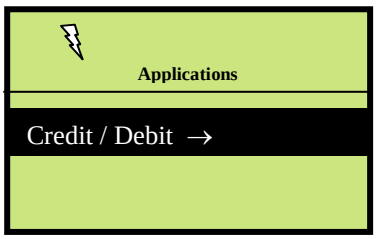
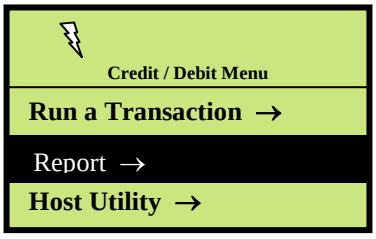
Step	Action	Display
6.	Using the keypad input the FROM date of the desired date range. Press the Green ENTER key to continue.	
7.	Using the keypad input the TO date of the desired date range. Press the Green ENTER key to continue	
8.	Report Prints and terminal displays "Printing History Report..."	
9.	Terminal returns to the Report Menu. STOP See Report Example Below.	

```
.........................

        MY BUSINESS
        123 MAIN ST.
     ANYTOWN, NY 11111
       1-800-555-1234
.........................
       History Summary
.........................
08/01/2007       13:09:00
.........................
Terminal Number:   123456
Merchant:       654321456
.........................

07/01/07    to    07/20/07
*************************

EDC:                 CREDIT
Overall     539     6425.50

*************************

EDC:                  DEBIT
Overall:    371     3120.97
Incl. Cash Back      380.00

*************************

End of Report
-------------------------
```

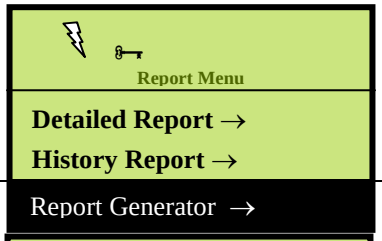
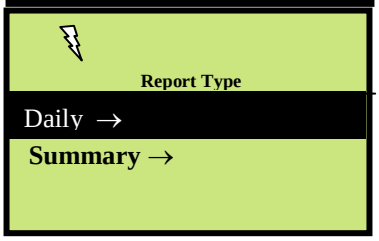
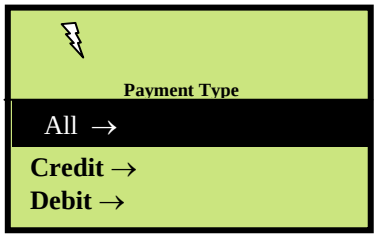
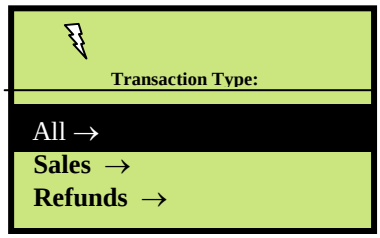
REPORT GENERATOR

The Report Generator uses a drill down method to create custom reporting option. This tool provides the ability to decide the type of data to print on the report, how that data should be sorted, etc… Reports created with the Report Generator can optionally be saved to the "Custom Reports" menu.

For Example: *The local retail store created a report that prints a daily report of ALL Payment types, and ALL Transaction types and sorts the information by CLERK ID so they can manage their sales and employees at the same time. They saved it as "Clerk Report" in the terminals Custom Report Menu.*

Step	Action	Display
1.	From the idle prompt press the ENTER key to access the Dejavoo Core Menu.	
2.	From the Core Main Menu use the up arrow to highlight APPLICATIONS. Press the Green ENTER key to select.	
3.	Use the navigation keys to highlight CREDIT/DEBIT application. Press the Green ENTER key to select.	
4.	Use the down arrow key to highlight the option for REPORT. Press the Green ENTER key to select.	

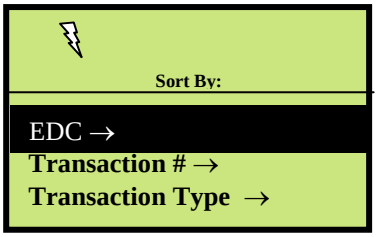
Continued on next page

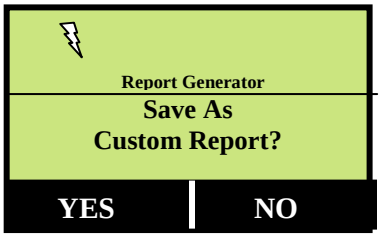
Step	Action	Display
5.	From the Report Menu use the up▲ or down▼ arrow keys to highlight the option for REPORT GENERATOR. Press the Green ENTER key to select.	
6.	The terminal displays “REPORT TYPE” Use the navigation keys to highlight the desired selection then press the green ENTER key.	
7.	The terminal displays “PAYMENT TYPE” Use the navigation keys to highlight the desired selection then press the green ENTER key.	
8.	The terminal displays “TRANSACTION TYPE” use the up▲ and down▼ arrow keys to highlight your selection. Press the Green ENTER key to select.	

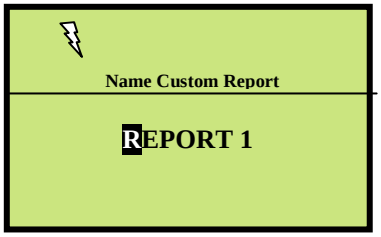
Continued on next page

<table>
<tr><th>Step</th><th>Action</th><th>Display</th></tr>
<tr><td>9.</td><td>The terminal displays “Sort By:” and list possible sorting options.

Use the arrow keys to highlight your selection.
Press ENTER to confirm your selection.

<u>Note:</u> Options below are available if transaction prompt enabled at the point of sale:
Trans #
Trans Type
Card Type
Server # (Restaurant)
Clerk# (Retail)
Table # (Restaurant)
Invoice # (Retail)
Ticket # (Restaurant)</td><td> 
</td></tr>
<tr><td>10.</td><td>The terminal displays “Save as Custom Report?
YES NO”

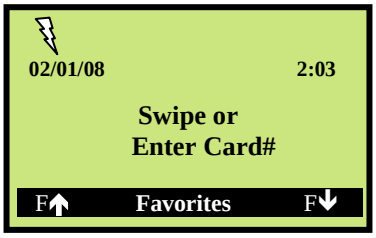
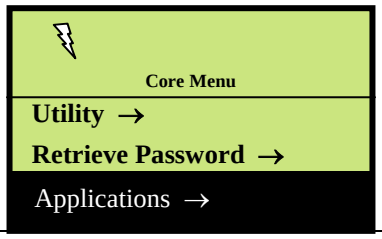
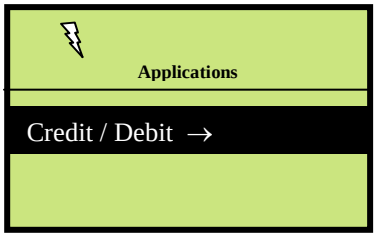
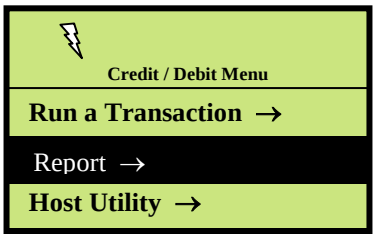
<table><tr><th>For Magic</th><th>For V Series</th></tr><tr><td>Press UP arrow for YES or DOWN Arrow for NO</td><td>Press F2 Key for YES or F4 Key for NO</td></tr></table></td><td> 
</td></tr>
<tr><td>11.</td><td>Using a multi-tap method find the key on the alpha numeric keypad with the desired character.
Continue to press that key until the appropriate letter or number displays.
Use the yellow “CLEAR” key to backspace and the red “CANCEL” key to delete single characters.

Press ENTER upon completion to confirm your entry.</td><td> 
</td></tr>
<tr><td>12.</td><td colspan="2">The report will print and the terminal returns to the Report Menu. You will be able to view your custom report by selecting Custom Reports in the Report Menu. .</td></tr>
</table>

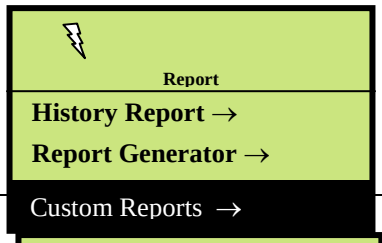
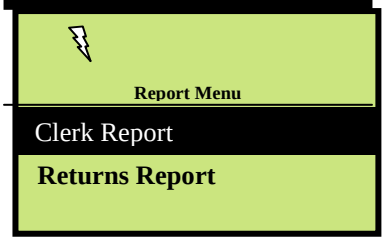
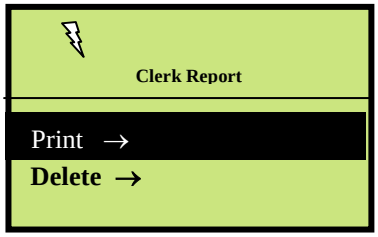
PRINT CUSTOM REPORTS

Customized reports are reports that have been saved when using the Report Generator tool (See page 111). Once they are saved they will be listed and can be printed from the Custom Report menu.

For Example: *The local retail merchant used the Report Generator to print and save a report of all Payment Types and All Transaction types sorted by Clerk IDs. The report was saved with the name "Clerk Report". When the merchant wants to run this report he no longer has to use the Report Generator to do it, he can use the menu Custom Reports and scroll down to "Clerk Report" which has all his/her saved configurations.*

Step	Action	Display
1.	From the idle prompt press the ENTER key to access the Dejavoo Core Menu.	
2.	From the Core Main Menu use the up arrow to highlight APPLICATIONS. Press the Green ENTER key to select.	
3.	Use the navigation keys to highlight CREDIT/DEBIT application. Press the Green ENTER key to select.	
4.	Use the down arrow key to highlight the option for REPORT. Press the Green ENTER key to select.	

Continued on next page

Step	Action	Display
5.	From the Report Menu use the up▲ or down▼ arrow keys to highlight the option for CUSTOM REPORTS. Press the Green ENTER key to select.	
6.	From the Report Menu use the navigation keys to highlight the option for the desired custom report. **note*: *You would have to have saved a custom report prior to it showing in the options.* Press the Green ENTER key to select.	
7.	Use the navigation keys to highlight the desired option: Highlight PRINT to print out the report OR highlight DELETE for the option to Delete the report. Press the Green ENTER key to select.	
8.	The report will print and the terminal returns to the Report Menu.	

HOST UTILITY

The Host Utility menu provides terminal options that have to do with items in the current batch.

The features found in Host Utility are the following:

- Settlement
- EDC Report
- Void Transaction
- Set Batch #
- Value Added Server
- Delete Open Batch

SETTLEMENT (CREDIT & DEBIT)

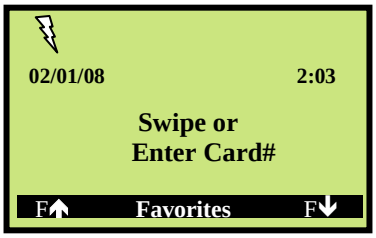
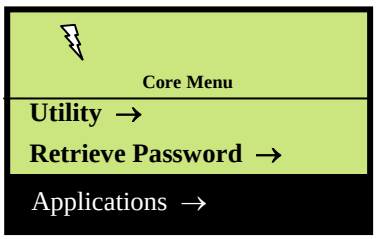
SETTLE DAILY BATCH

This Settle Daily Batch option is used to settle the transactions within the current open batch for the Credit and Debit host only. To settle open transactions for all transactions in all active terminal applications use the Settlement option in the Dejavoo Core Menu. (Page 82)

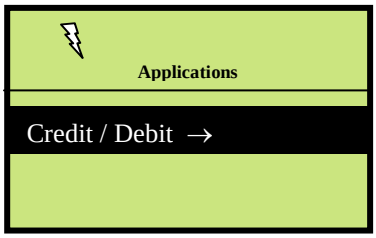
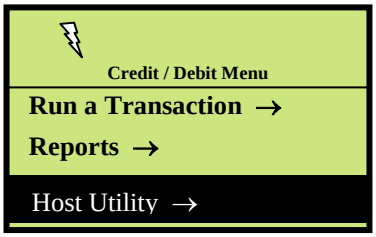
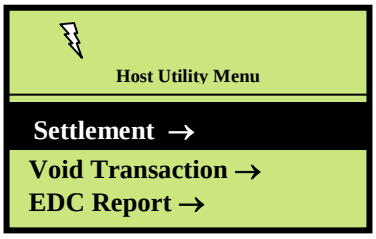
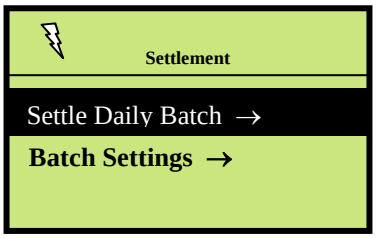
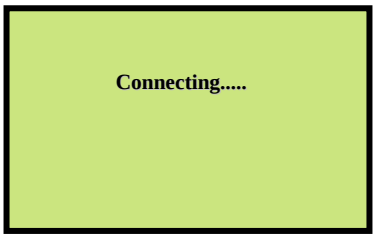
For Example:

(1) *The merchant wants to settle the batch for the current Credit and Debit transactions only so he/she uses the Settle Daily Batch option from the Credit and Debit menu.*

(2) *The merchant wants to settle the batch for all transactions in his terminal, including his Gift and Loyalty transactions, so he/she uses the Settle Daily Batch option from the Dejavoo Core menu.*

Step	Action	Display
1.	From the idle prompt press the ENTER key to access the Core Menu.	
2.	From the Core Main Menu use the down arrow to highlight APPLICATIONS. Press the Green ENTER key to select.	

Continued on next page

Step	Action	Display
3.	Use the navigation keys to highlight CREDIT/DEBIT application. Press the Green ENTER key to select.	
4.	From the Credit/Debit Menu use the down arrow to highlight HOST UTILITY Press the Green ENTER key to select.	
5.	From the Host Utility Menu use the use the up▲ and down▼ arrow keys to highlight SETTLEMENT. Press the Green ENTER key to select.	
6.	From the Settlement Menu press the Green ENTER key to select SETTLE DAILY BATCH.	
7.	Terminal Dials Out and displays responses. (Connecting...Connected...Sending...Receiving... (host response)	
8.	Screen Flashes Host Response ie: “Approved’ or “Declined”.	
9.	Batch Report Prints and the terminal returns to the Settlement Menu.	

BATCH SETTINGS

Use the chart below to designate automatic batch settings at the terminal level. The merchant can configure settings for transaction settlement to be one of the following options:

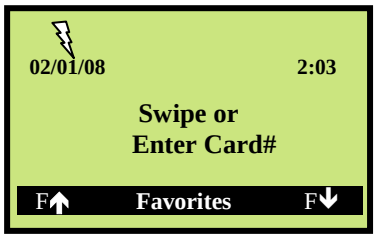
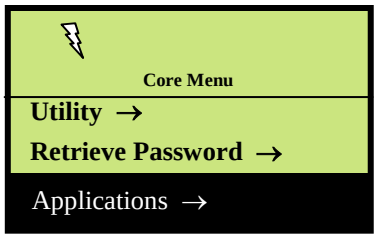
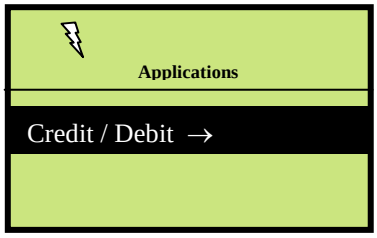
(1) Automatically dial to the host for settlement at a specified time.

(2) Automatically settle without communicating and dialing to the host.

(3) Disable automatic batching by turning the completely feature off.
Note: When disabling automatic batch it is important to note that the merchant will need to manually batch his/her transactions (For information on manual batch see page 116.)

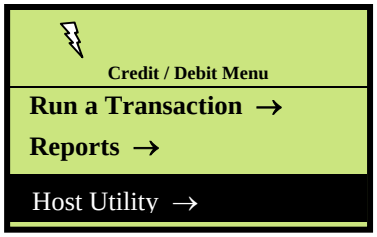
For Example:

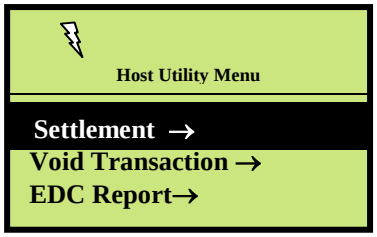
4. *The merchant wants the terminal to dial out at 3:00am and send the open batch to the host processor for settlement. He/she selects the option for Automatic DIAL.*
5. *The merchant wants the terminal to purge the open batch and print out a batch report because the host processor is settling the batch without terminal communication, He/she selects the option for Automatic NO DIAL.*
6. *The merchant wants to manually initiate the batch settlement process and does not want the terminal to settle at any time automatically. He/she selects the OFF option.*

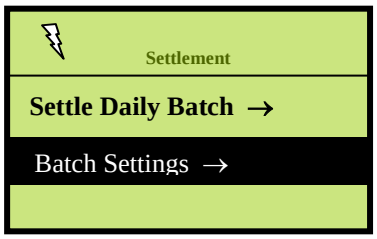
Step	Action	Display
1.	From the idle prompt press the ENTER key to access the Core Menu.	
2.	From the Core Main Menu use the down arrow to highlight APPLICATIONS. Press the Green ENTER key to select.	
3.	Use the navigation keys to highlight CREDIT/DEBIT application. Press the Green ENTER key to select.	

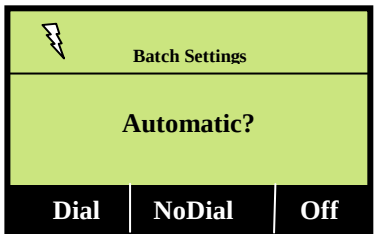
Continued on next page

<table>
<tr><th>Step</th><th>Action</th><th>Display</th></tr>
<tr><td>4.</td><td>From the Credit/Debit Menu use the down arrow to highlight HOST UTILITY

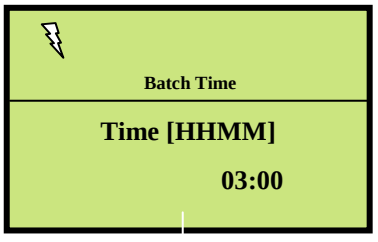
Press the Green ENTER key to select.</td><td> 
</td></tr>
<tr><td>5.</td><td>From the Host Utility Menu use the use the up▲ and down▼ arrow keys to highlight SETTLEMENT.

Press the Green ENTER key to select.</td><td> 
</td></tr>
<tr><td>6.</td><td>From the Settlement Menu use the up▲ and down▼ arrow keys to highlight BATCH SETTINGS.

Press the Green ENTER key to select.</td><td> 
</td></tr>
<tr><td>7.</td><td>Use the navigation keys as directed below to configure the terminals automatic settlement options.

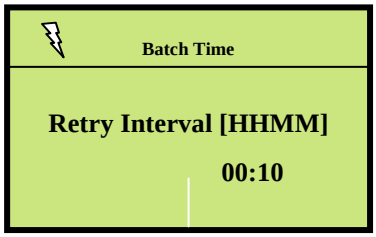
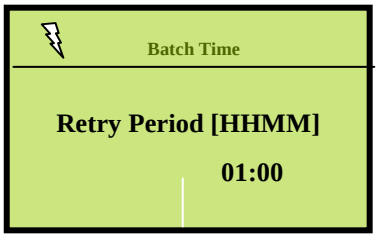
<table><tr><th>If</th><th>Then</th></tr><tr><td>Dial</td><td>Press the up Arrow (Magic) or the F2 Key (V Series)</td></tr><tr><td>No Dial</td><td>Press the middle (favorites) button (Magic) or the F3 Key (V Series)</td></tr><tr><td>Off</td><td>Press the down arrow (Magic) or F4 Key (V Series)</td></tr></table></td><td> 
</td></tr>
<tr><td>8.</td><td>Use the keypad to input the desired time to have the terminal dial out automatically and settle open transactions.

Note: Time format is HH:MM and is in military format.

Ie; 4:00pm would be input as 16:00 while 4:00am is 04:00.</td><td> 
</td></tr>
</table>

Continued on next page

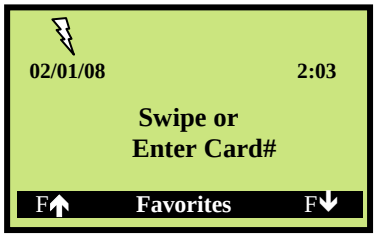
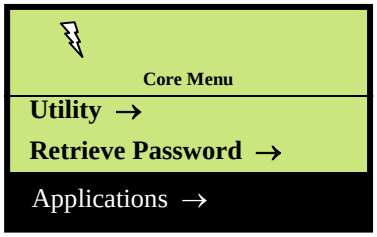
BATCH SETTINGS, CONTINUED

Step	Action	Display
9.	Use the keypad to input how many minutes before the terminal should continue to retry to close the batch should the first attempt be unsuccessful. Press ENTER to confirm. Note: The example to the right shows that the terminal will dial out every ten minutes to retry the settlement.	
10.	Use the keypad to input the time period the terminal should continue to try to close the batch. Press ENTER to confirm. Ie: The terminal will continue to retry the settlement every 10 minutes for up to 1 hour according to the example on the right.	
11.	Terminal Returns To Settlement Menu.	

VOID TRANSACTION

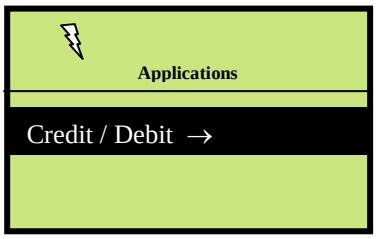
This menu feature allows you to Void transactions by viewing all the transaction in the current open batch and scrolling through to the desired transaction to highlight and make your selection.

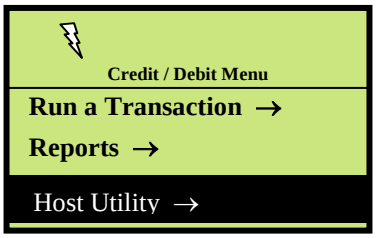
<u>For Example</u>: The merchant wishes to void a credit transaction in the current and open batch however he does not have the credit card so he needs to scroll through the transactions in his open batch until he finds the credit sale he wants to void.

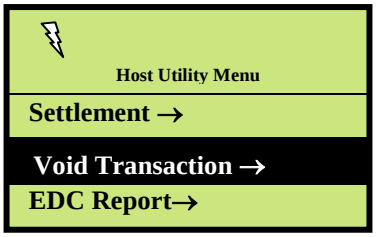
Step	Action	Display
1.	From the idle prompt press the ENTER key to access the Core Menu.	
2.	From the Core Main Menu use the down arrow to highlight APPLICATIONS. Press the Green ENTER key to select.	

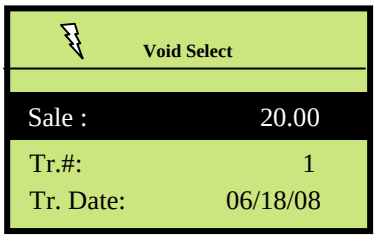
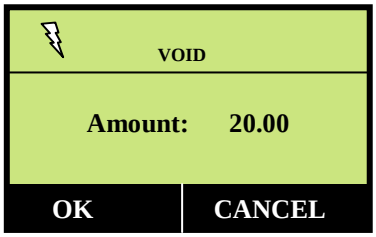
Continued on next page

<table>
<tr><th>Step</th><th>Action</th><th>Display</th></tr>
<tr><td>3.</td><td>Use the navigation keys to highlight CREDIT/DEBIT application.

Press the Green ENTER key to select.</td><td> 
</td></tr>
<tr><td>4.</td><td>From the Credit/Debit Menu use the down arrow to highlight HOST UTILITY

Press the Green ENTER key to select.</td><td> 
</td></tr>
<tr><td>5.</td><td>From the Host Utility Menu use the use the up ▲ and down ▼ arrow keys to highlight VOID TRANSACTION.

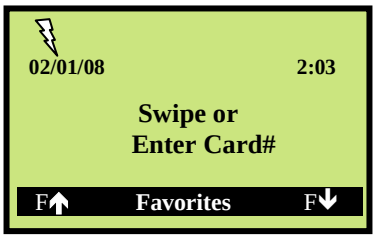
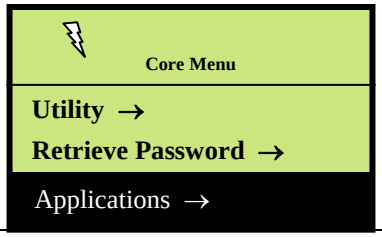
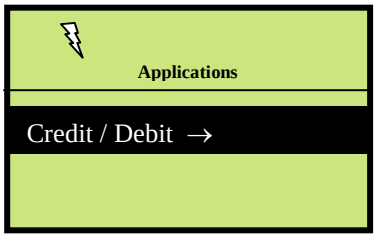
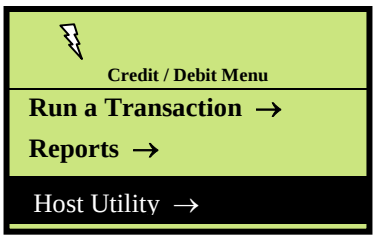
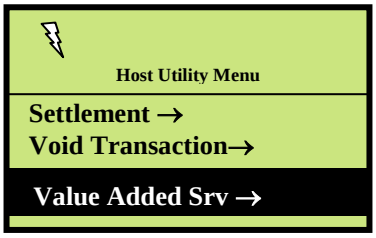
Press the Green ENTER key to select.</td><td> 
</td></tr>
<tr><td>6.</td><td>Use the up ▲ and down ▼ arrow keys to scroll through transactions in current batch.

Highlight the desired transaction to be voided then press the Green ENTER key to void transaction.</td><td> 
</td></tr>
<tr><td>7.</td><td><table><tr><th>For Magic</th><th>For V Series</th></tr><tr><td>If the amount shown is correct press the ▲ up arrow to confirm, if it is not correct press the ▼ down arrow to cancel the VOID request and return to the idle prompt.</td><td>If the amount shown is correct press the F2 Key to confirm, if it is not correct press the F4 Key to cancel the VOID request and return to the idle prompt.</td></tr></table></td><td> 
</td></tr>
<tr><td>8.</td><td>Terminal Dials Out and displays responses.
(Connecting...Connected...Sending...Receiving... (host response)</td><td>
</td></tr>
<tr><td>9.</td><td colspan="2">Terminal prints VOID receipt and returns to idle prompt.</td></tr>
</table>

VALUE ADDED SERVER

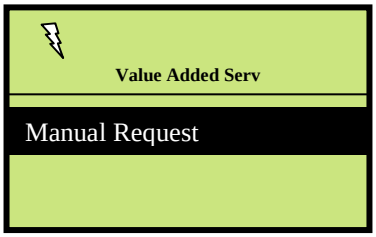
The Value Added Server feature allows for communication between the terminal and a third party information source, such as a Merchant Management web system. This feature allows the user to initiate the communication and retrieve the third party data. Please Note: The data available for reporting is predetermined by the merchant services provider.

For Example: *The merchant needs information on his/her cash advance outstanding balance however he/she doesn't have access to a PC to look it up on the internet. The merchant can use the Value Added Server option in their Dejavoo terminal to retrieve the information because it has been programmed to do so.*

Step	Action	Display
1.	From the idle prompt press the ENTER key to access the Core Menu.	
2.	From the Core Main Menu use the down arrow to highlight APPLICATIONS. Press the Green ENTER key to select.	
3.	Use the navigation keys to highlight CREDIT/DEBIT application. Press the Green ENTER key to select.	
4.	From the Credit/Debit Menu use the down arrow to highlight HOST UTILITY Press the Green ENTER key to select.	
5.	From the Host Utility Menu use the use the up ▲ and down ▼ arrow keys to highlight VALUE ADDED SERVER Press the Green ENTER key to select.	

Continued on next page

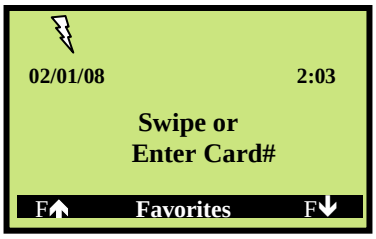
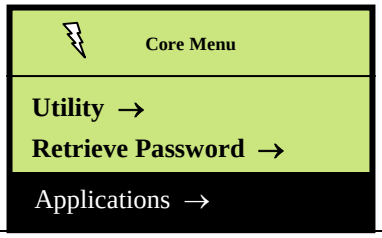
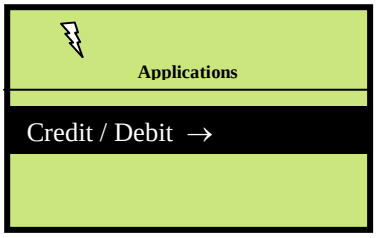
VALUE ADDED SERVER, CONTINUED

Step	Action	Display
6.	Press the Green ENTER key to select MANUAL REQUEST and initiate communication between the terminal and the third party data source.	
7.	The terminal communicates and connects to the third party data source and retrieves the preselected information.	

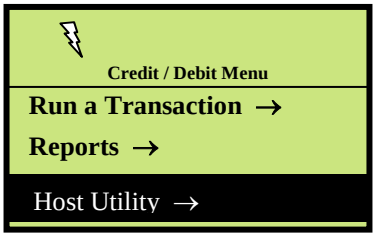
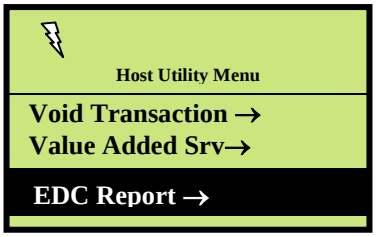
EDC REPORT

The EDC report prints out all the host settings currently programmed into the terminal. Typically used by Help Desks, you can find the following information on the EDC report:

- Host Name
- Host Parameters
- Baud Rate
- Terminal Profile #
- Authorization Ph#
- Payment Types Supported
- Settlement Ph#

Step	Action	Display
1.	From the idle prompt press the ENTER key to access the Core Menu.	
2.	From the Core Main Menu use the down arrow to highlight APPLICATIONS. Press the Green ENTER key to select.	
3.	Use the navigation keys to highlight CREDIT/DEBIT application. Press the Green ENTER key to select.	

Continued on next page

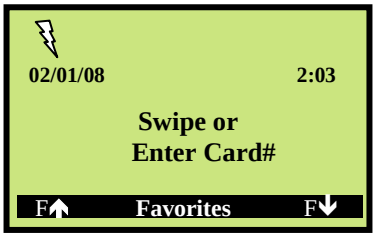
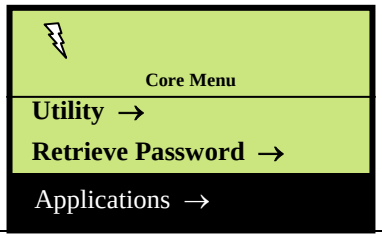
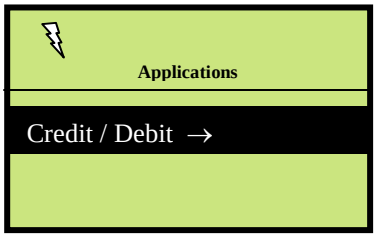
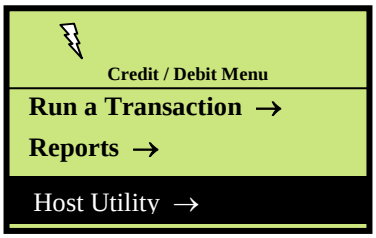
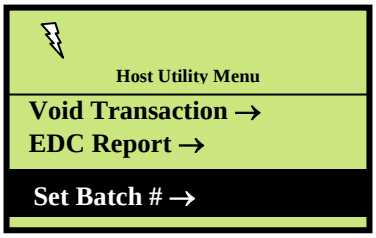
Step	Action	Display
4.	From the Credit/Debit Menu use the down arrow to highlight HOST UTILITY Press the Green ENTER key to select.	
5.	From the Host Utility Menu use the use the up ▲ and down ▼ arrow keys to highlight EDC REPORT Press the Green ENTER key to select.	
6.	EDC Report Prints. Terminal returns to the idle prompt. See example below.	

EXAMPLE OF EDC REPORT:

```
   12/04/2007   12:45:21
 ========================
          EDC Report

Host Name:  Host X
TPN#: 12300022X
EDC Supported: Credit/Debit
Capture Type: Host
Batch Type: Auto
Merchant #: 123123
Terminal #: 321321
Client #:  111222

Auth Dial

Phone1:800.555.1212
Baud Rate: 3600
Stop Bit: 32
Parody:32

Phone2:888.555.1212
Baud Rate: 7200
Stop Bit: 32
Parody: 32

Phone 3: 866.555.1212
Baud Rate: 5200
Stop Bit:32
Parody:32

Settle Dial:

Phone1: 886.555.1212
Baud Rate: 7200
Stop Bit: 32
Parody: 32

        End of Report
```

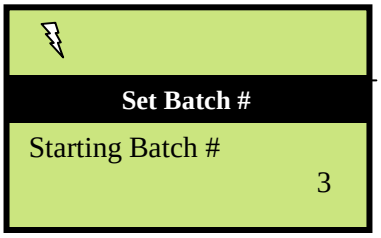
SET BATCH NUMBER

This feature allows the batch number to be changed at the terminal level. It is recommended that this feature be utilized only with the instruction and assistance of the users Help Desk support. Changing the batch number effects the successful settlement of the open batch.

Step	Action	Display
1.	From the idle prompt press the ENTER key to access the Core Menu.	
2.	From the Core Main Menu use the down arrow to highlight APPLICATIONS. Press the Green ENTER key to select.	
3.	Use the navigation keys to highlight CREDIT/DEBIT application. Press the Green ENTER key to select.	
4.	From the Credit/Debit Menu use the down arrow to highlight HOST UTILITY Press the Green ENTER key to select.	
5.	From the Host Utility Menu use the use the up ▲ and down ▼ arrow keys to highlight SET BATCH # Press the Green ENTER key to select.	

Continued on next page

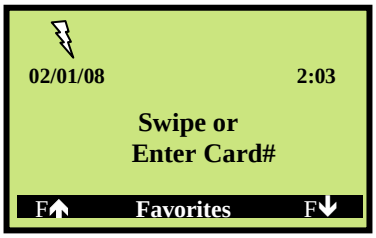
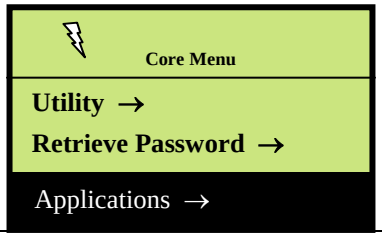
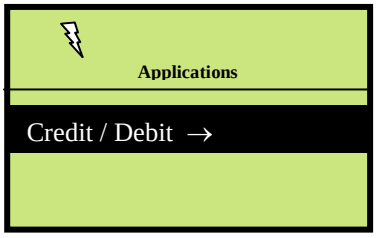
SET BATCH NUMBER, CONTINUED

Step	Action	Display
6.	Using the key pad input the desired batch number. Press the Green ENTER key to continue.	
7.	Terminal sets batch # to the number entered in step 6 and returns to the Host Utility Menu.	

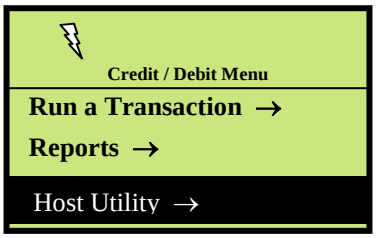
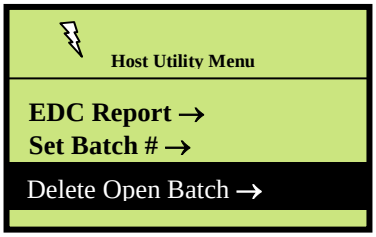
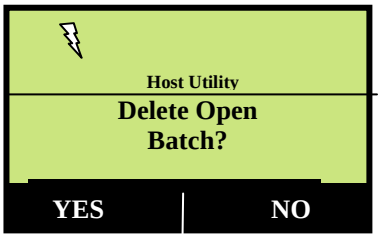
DELETE OPEN BATCH

This Utility is used to delete the current open batch and all open transactions that reside in the open batch.

Important Note: Deleting the current batch is permanent and NOT reversible. Transactions in the deleted batch will not be sent for settlement. It is recommended that deleting an open batch only be done with the assistance of your technical support help desk representative.

Step	Action	Display
1.	From the idle prompt press the ENTER key to access the Core Menu.	
2.	From the Core Main Menu use the down arrow to highlight APPLICATIONS. Press the Green ENTER key to select.	
3.	Use the navigation keys to highlight CREDIT/DEBIT application. Press the Green ENTER key to select.	

Continued on next page

<table>
<tr><th>Step</th><th>Action</th><th>Display</th></tr>
<tr><td>4.</td><td>From the Credit/Debit Menu use the down arrow to highlight HOST UTILITY
Press the Green ENTER key to select.</td><td> 
</td></tr>
<tr><td>5.</td><td>From the Host Utility Menu use the use the up ▲ and down ▼ arrow keys to highlight DELETE OPEN BATCH
Press the Green ENTER key to select.</td><td> 
</td></tr>
<tr><td>6.</td><td>You will be required to input the terminal's password to delete the batch. Use the keypad to input the password.
Press the Green ENTER key to select.
* Note: Default Password is 1 2 3 4</td><td>
</td></tr>
<tr><td>7.</td><td>The terminal displays "Delete Open Batch? YES NO"
<table>
<tr><th>For Magic</th><th>For V Series</th></tr>
<tr><td>Press UP arrow for YES or DOWN Arrow for NO</td><td>Press F2 Key for YES or F4 Key for NO</td></tr>
</table>
<table>
<tr><th>If</th><th>Then</th></tr>
<tr><td>NO</td><td>Terminal returns to the previous menu. END</td></tr>
<tr><td>YES</td><td>Proceed To Step 8.</td></tr>
</table></td><td> 

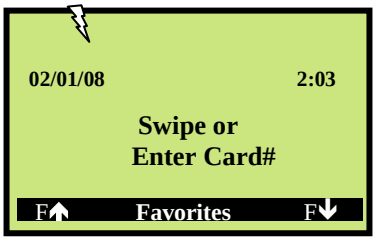
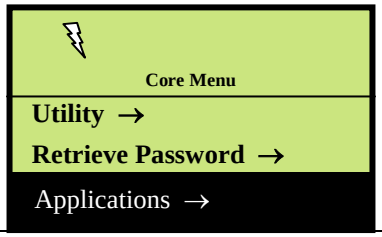
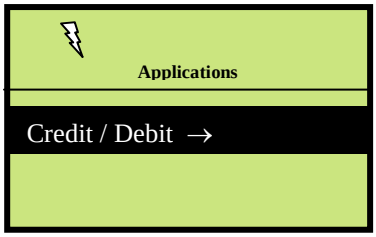
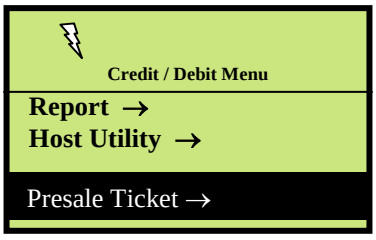
If YES terminal will flash *Warning – For Use With Help Desk Assistance Only*</td></tr>
<tr><td>8.</td><td>The terminal displays "Are You Sure? YES / NO"
<table>
<tr><th>For Magic</th><th>For V Series</th></tr>
<tr><td>Press UP arrow for YES or DOWN Arrow for NO</td><td>Press F2 Key for YES or F4 Key for NO</td></tr>
</table>
<table>
<tr><th>If</th><th>Then</th></tr>
<tr><td>NO</td><td>Terminal returns to the previous menu. END</td></tr>
<tr><td>YES</td><td>Proceed To Step 9.</td></tr>
</table></td><td>

If YES terminal should flash *Warning – For Use With Help Desk Assistance Only*</td></tr>
<tr><td>9.</td><td colspan="2">The terminal deletes the open batch as requested and returns to the Host Utility Menu.</td></tr>
</table>

PRESALE TICKET

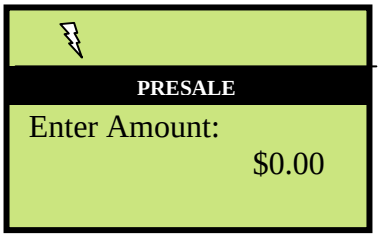
Presale ticket is a feature designed to support the Retail with Tip merchant environment. In order to complete the steps necessary to print a Presale Ticket the Inline Tip feature must first be enabled.

A Presale ticket is a "pre" transaction receipt which displays sale amount information only. It allows the merchant to hand their customers a receipt showing the amount of the transaction along with a tip line. The customer can then fill out the tip line, the total line and hand the receipt and their credit card back to the merchant for payment. This allows the merchant to swipe the card, enter the amount of the transaction as well as the inline tip amount when prompted during the transaction. Use of this feature is optional, you do not have to print a presale ticket for retail with tip, it simply eliminates having to ask the customer if he/she will be leaving a tip on the card during the transaction.

Step	Action	Display
1.	From the idle prompt press the ENTER key to access the Core Menu.	
2.	From the Core Main Menu use the down arrow to highlight APPLICATIONS. Press the Green ENTER key to select.	
3.	Use the navigation keys to highlight CREDIT/DEBIT application. Press the Green ENTER key to select.	
4.	From the Credit/Debit Menu use the down arrow to highlight PRESALE TICKET Press the Green ENTER key to select.	

Continued on next page

PRESALE TICKET, CONTINUED

Step	Action	Display
5.	Input the dollar amount for the presale ticket. ** Important ** Note: This is NOT a sale. A sale transaction will need to be completed after the presale ticket is completed by the cardholder.	
6.	The presale ticket prints. Allow customer to complete presale ticket and return to cashier with their method of payment. See example of Presale Ticket Below.	

EXAMPLE OF PRESALE TICKET:

ABC STORE
4534 Any Street
Somewhere, NY 111111
(555)-777-8888

- -

01/07/07 09:00

P R E S A L E TICKET

AMOUNT: $40.38

TIP AMOUNT: $ __.____

TOTAL: $ __.____

Please Complete and Submit With Your Payment

*** Important ** Note: This is NOT a sale. A sale transaction will need to be completed after the presale ticket is completed by the cardholder.*

REPRINT RECEIPT

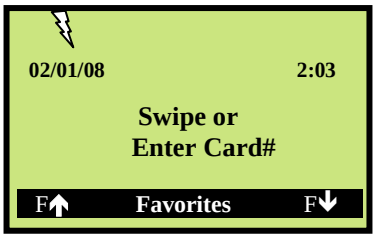
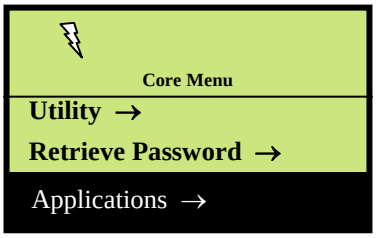
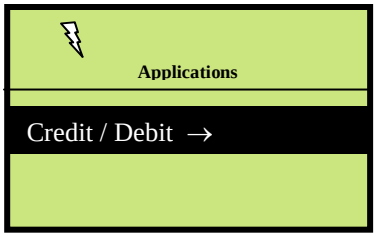
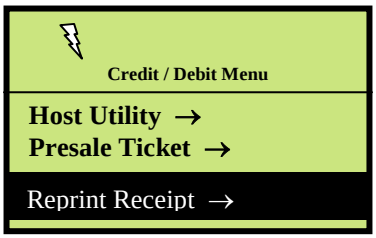
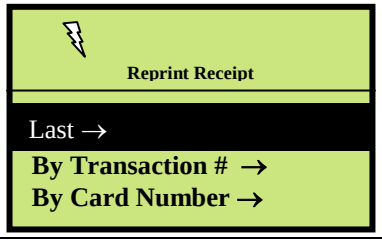
The Reprint Receipt option allows the user to print a copy of a receipt for any transaction residing in the current and open batch. Dejavoo provides several methods for reprinting a receipt.

The options provided to reprint receipts are as follows:

■ Last Receipt ■ By Transaction # ■ By Card #

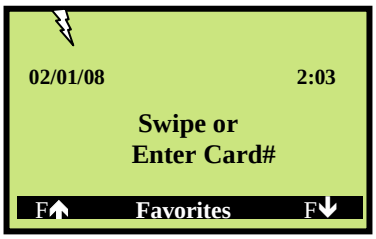
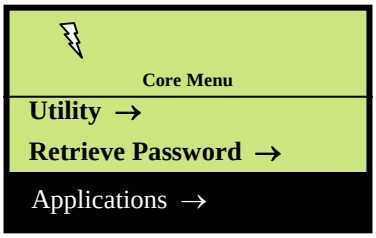
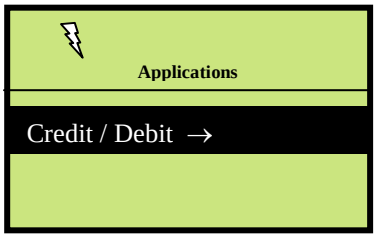
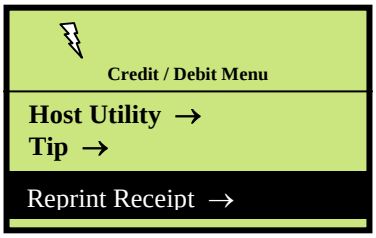
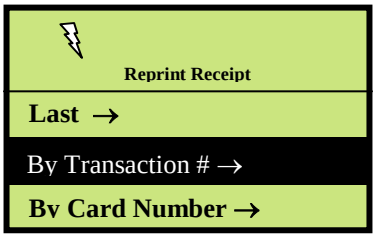
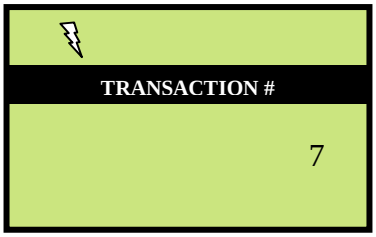
LAST RECEIPT

Use the chart below to reprint the receipt for the last processed transaction.

Step	Action	Display
1.	From the idle prompt press the ENTER key to access the Core Menu.	
2.	From the Core Main Menu use the down arrow to highlight APPLICATIONS. Press the Green ENTER key to select.	
3.	Use the navigation keys to highlight CREDIT/DEBIT application. Press the Green ENTER key to select.	
4.	From the Credit/Debit Menu use the down arrow to highlight REPRINT RECEIPT Press the Green ENTER key to select.	
5.	Press the Green ENTER key to select the option for LAST.	
6.	Copy of last transaction receipt prints. Terminal returns to the Reprint Receipt Menu.	

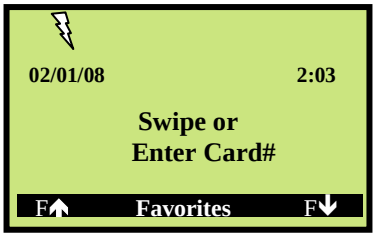
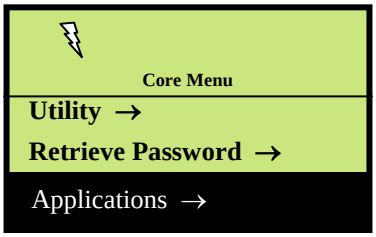
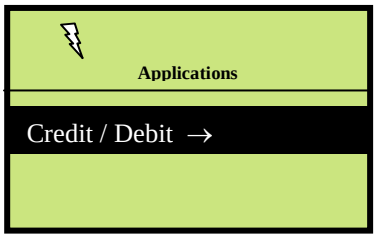
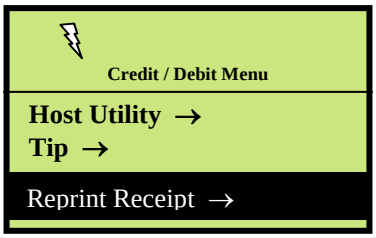
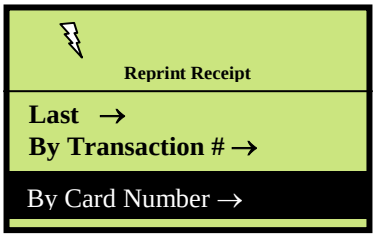
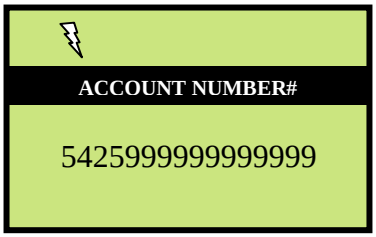
BY TRANSACTION

Use the chart below to reprint the receipt for a specific transaction using the transaction number.

Step	Action	Display
1.	From the idle prompt press the ENTER key to access the Core Menu.	
1.	From the Core Main Menu use the down arrow to highlight APPLICATIONS. Press the Green ENTER key to select.	
2.	Use the navigation keys to highlight CREDIT/DEBIT application. Press the Green ENTER key to select.	
3.	From the Credit/Debit Menu use the down arrow to highlight REPRINT RECEIPT Press the Green ENTER key to select.	
4.	From the Reprint Receipt Menu use the down arrow to highlight BY TRANSACTION # Press the Green ENTER key to select.	
5.	Use the terminal keypad to input the desired transaction number for the receipt that is being reprinted. Press the Green ENTER key to continue.	
6.	Receipt copy prints for specified Transaction #. Terminal returns to Reprint Receipt Menu.	

By Card Number

Use the chart below to print a duplicate copy of a transaction receipt using card number that was used for the transaction.

Step	Action	Display
1.	From the idle prompt press the ENTER key to access the Core Menu.	
2.	From the Core Main Menu use the down arrow to highlight APPLICATIONS. Press the Green ENTER key to select.	
3.	Use the navigation keys to highlight CREDIT/DEBIT application. Press the Green ENTER key to select.	
4.	From the Credit/Debit Menu use the down arrow to highlight REPRINT RECEIPT Press the Green ENTER key to select.	
5.	From the Reprint Receipt Menu use the down arrow to highlight BY CARD # Press the Green ENTER key to select.	
6.	Use the terminal keypad to input the corresponding card number for the receipt that is being reprinted. Press the Green ENTER key to continue.	
7.	Duplicate receipt prints for specified card number. Terminal returns to Reprint Receipt Menu.	

SET UP

The Set Up option allows the user to enable and configure transaction options at the terminal level. Dejavoo provides several configurable options during a transaction.

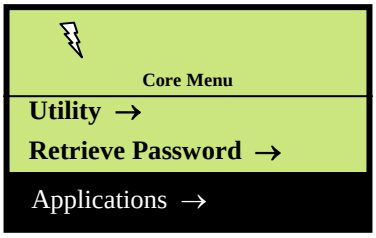
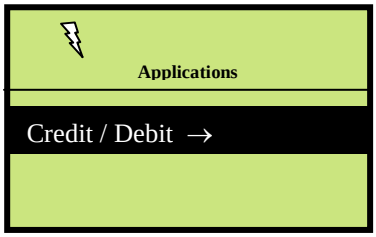
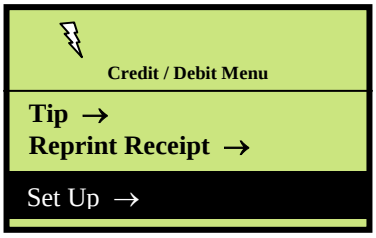
The menu options that can be found in the Set Up menu are as follows:

- Print Options
- Security
- Card Types
- Trans Prompts
- Tips
- Print Parameters

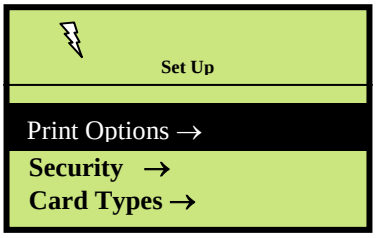
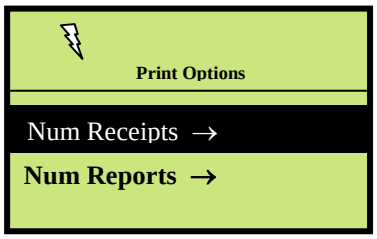
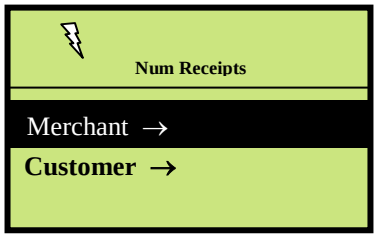
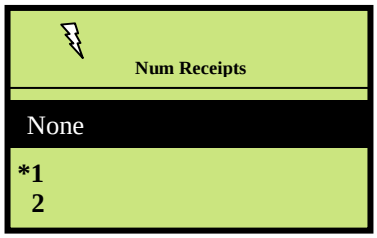
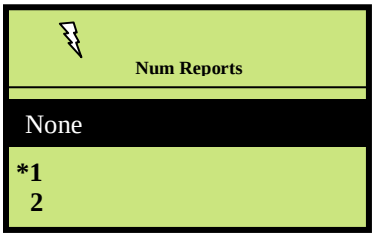
PRINT OPTIONS

Use the chart below to set the number of receipts and number of reports printed per request or event.

Tip: Setting print options to 0 (zero) the terminal operates in No Paper Mode.

Step	Action	Display
1.	From the idle prompt press the ENTER key to access the Core Menu.	
2.	From the Core Main Menu use the down arrow to highlight APPLICATIONS. Press the Green ENTER key to select.	
3.	Use the navigation keys to highlight CREDIT/DEBIT application. Press the Green ENTER key to select.	
4.	From the Credit/Debit Menu use the down arrow to highlight SET UP Press the Green ENTER key to select.	

Continued on next page

<table>
<tr><th>Step</th><th>Action</th><th>Display</th></tr>
<tr><td>1.</td><td>Use the up ▲ and down ▼ arrow keys to highlight the option for PRINT OPTIONS.
Press the Green ENTER key to select.</td><td> 
</td></tr>
<tr><td>2.</td><td><table>
<tr><th>If</th><th>Then</th></tr>
<tr><td>Setting # of Receipt</td><td>1. Highlight NUM RECEIPTS
2. Press Green ENTER
3. Proceed to Step 7</td></tr>
<tr><td>Setting # of Reports</td><td>1. Highlight NUM REPORTS
2. Press Green ENTER
3. Proceed to Step 10</td></tr>
</table></td><td> 
</td></tr>
<tr><td>3.</td><td><table>
<tr><th>If</th><th>Then</th></tr>
<tr><td>Setting Merchant Copies</td><td>Use the navigation keys to highlight MERCHANT.</td></tr>
<tr><td>Setting Customer Copies</td><td>Use the navigation keys to highlight CUSTOMER</td></tr>
</table>
Press the Green ENTER to continue.</td><td> 
</td></tr>
<tr><td>4.</td><td>Use the up ▲ and down ▼ arrow keys to highlight the desired number of receipts to print.
Press the Green ENTER key to select.</td><td> 
</td></tr>
<tr><td>5.</td><td colspan="2">The terminal sets # of receipt copies and returns to the Print Options Menu.</td></tr>
<tr><td>6.</td><td>Use the up ▲ and down ▼ arrow keys to highlight the desired number of report copies to print.
Press the Green ENTER key to select.</td><td> 
</td></tr>
<tr><td>7.</td><td colspan="2">The terminal sets the # of report copies and returns to the Print Options Menu.</td></tr>
</table>

SECURITY

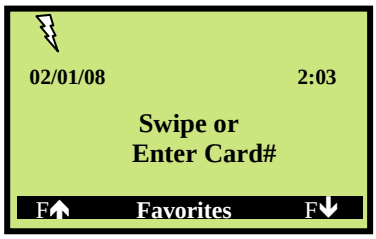
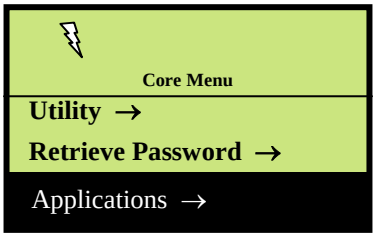
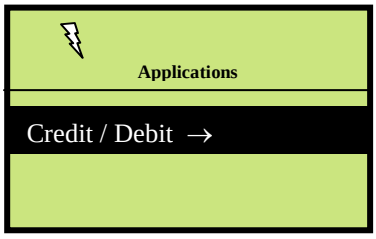
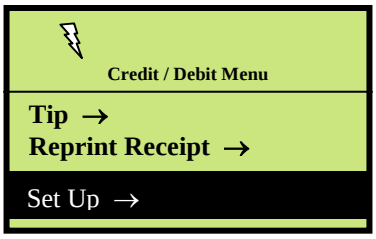
The Security menu options allow the merchant to set and change password security settings for the terminal. Several password security options are provided to the merchant, they are as follows:

■ Transaction Types ■ Menu Security ■ Edit Password

Tip: Use the security menu to password protect menu items or transaction types that you wish to monitor more closely by not allowing employees general access.

TRANSACTION TYPES

Use the chart below to enable or disable a password requirement prior to execution of specifically designated transaction types or all transaction types.

Step	Action	Display
1.	From the idle prompt press the ENTER key to access the Core Menu.	
2.	From the Core Main Menu Press the up ▲ arrow to highlight APPLICATIONS. Press the Green ENTER key to select	
3.	Use the navigation keys to highlight CREDIT/DEBIT application. Press the Green ENTER key to select.	
4.	Use the up▲ and down▼ arrow keys to highlight the option for SET UP. Press the Green ENTER key to select.	

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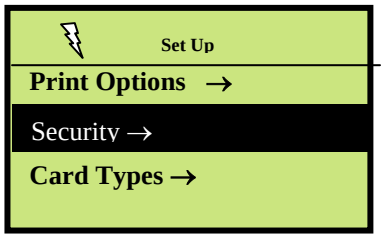
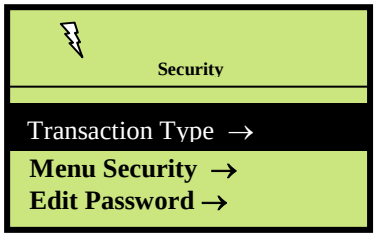
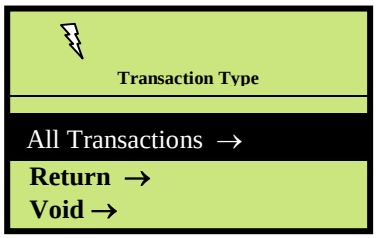
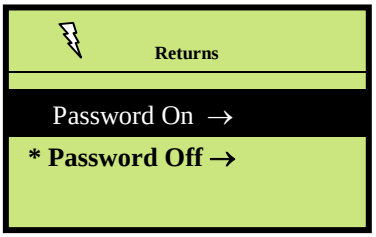
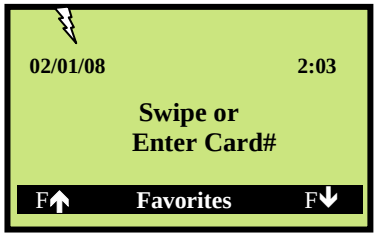
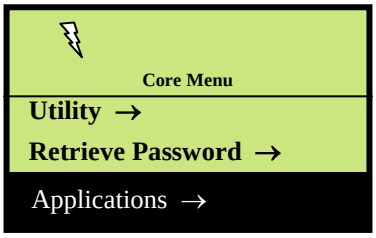
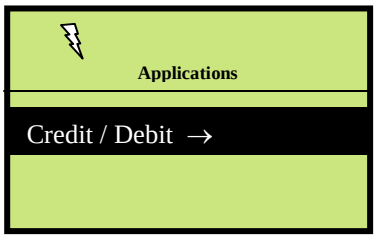
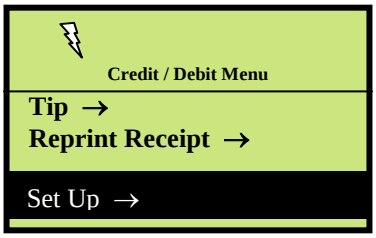
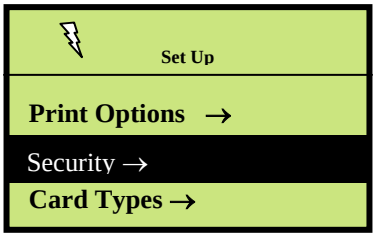
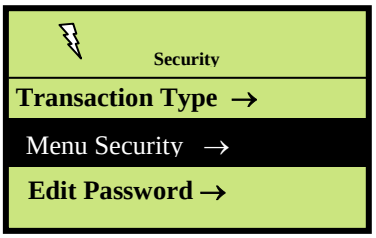
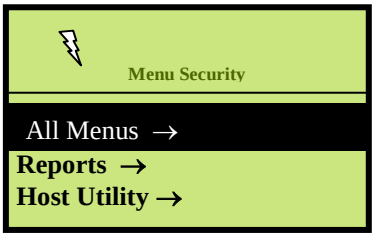
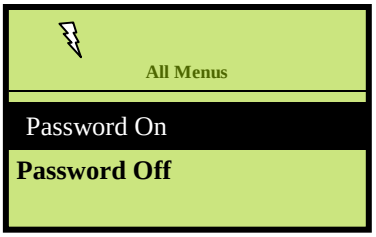
Step	Action	Display
5.	Use the up ▲ and down ▼ arrow keys to highlight the option for SECURITY. Press the Green ENTER key to select.	
6.	You will be required to input the terminal's password to access the security settings. Use the keypad to input the password. Press the Green ENTER key to select.	
7.	Use the up ▲ and down ▼ arrow keys to highlight the option for TRANSACTION TYPE. Press the Green ENTER key to select.	
8.	Use the arrow keys to highlight the transaction type you wish to password protect. Press the Green ENTER key to select.	
9.	Use the arrow keys to highlight the desired option to turn password security On or Off for this transaction type. Press the Green ENTER key to select.	
10.	The Terminal sets the designated transaction security and returns to Security Menu.	

MENU SECURITY

Use the chart below to enable or disable a password requirement prior to accessing specifically designated menu options or all menu options.

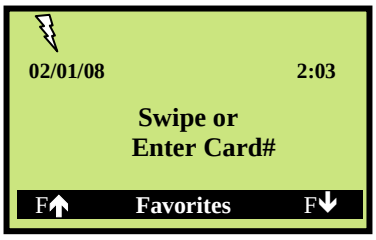
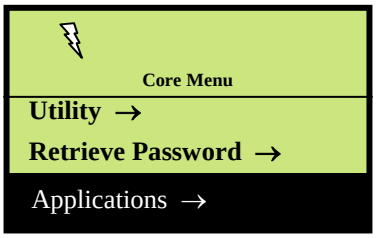
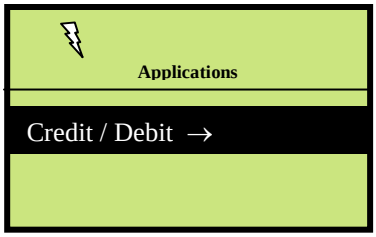
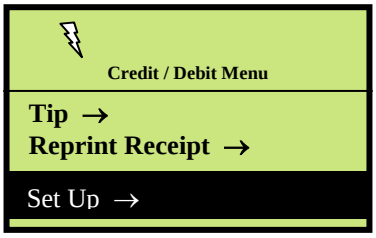
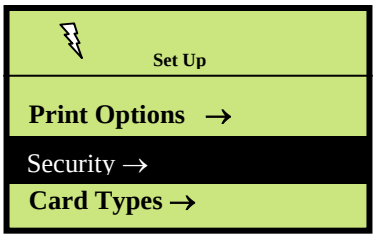
Step	Action	Display
1.	From the idle prompt press the ENTER key to access the Core Menu.	
2.	From the Core Main Menu Press the up ▲ arrow to highlight APPLICATIONS. Press the Green ENTER key to select	
3.	Use the navigation keys to highlight CREDIT/DEBIT application. Press the Green ENTER key to select.	
4.	Use the up▲ and down▼ arrow keys to highlight the option for SET UP. Press the Green ENTER key to select.	
5.	Use the up▲ and down▼ arrow keys to highlight the option for SECURITY. Press the Green ENTER key to select.	

Continued on next page

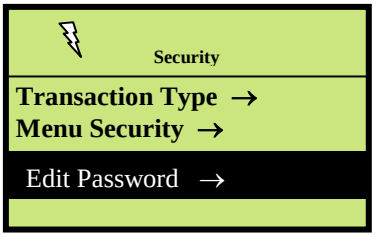
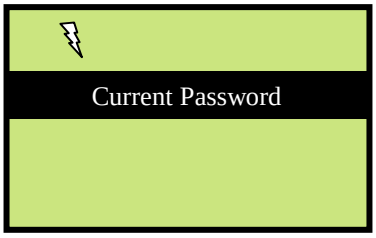
Step	Action	Display
6.	You will be required to input the terminal's password to access the security settings. Use the keypad to input the password. Press the Green ENTER key to select. *Note: The Default Password is 1 2 3 4	
7.	Use the up ▲ and down ▼ arrow keys to highlight the option for MENU SECURITY. Press the Green ENTER key to select.	
8.	Use the navigation keys to highlight the Menu Item you wish to password protect. Press the Green ENTER key to select.	
9.	Use the navigation keys to highlight the desired option to turn password security On or Off for the selected Menu item. Press the Green ENTER key to select.	
10.	The Terminal sets the designated menu security and returns to Security Menu.	

EDIT PASSWORD

The Edit Password feature provides the merchant with a way to customize or change the terminal's default password. User is required to confirm the current password in order to change it, if the current password is forgotten see Retrieving the Password on page 145.

Step	Action	Display
1.	From the idle prompt press the ENTER key to access the Core Menu.	
2.	From the Core Main Menu Press the up ▲ arrow to highlight APPLICATIONS. Press the Green ENTER key to select	
3.	Use the navigation keys to highlight CREDIT/DEBIT application. Press the Green ENTER key to select.	
4.	Use the up▲ and down▼ arrow keys to highlight the option for SET UP. Press the Green ENTER key to select.	
5.	Use the up▲ and down▼ arrow keys to highlight the option for SECURITY. Press the Green ENTER key to select.	

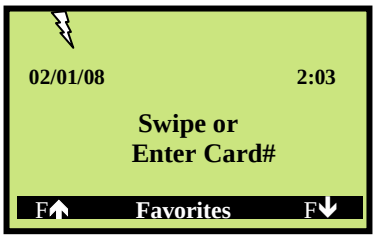
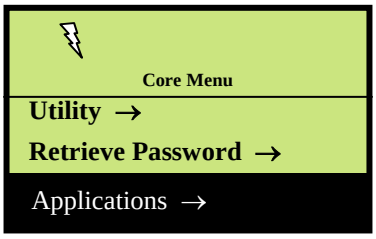
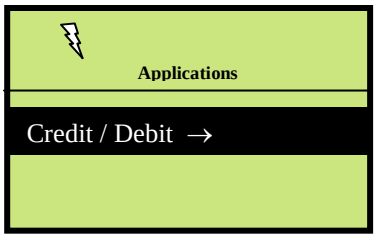
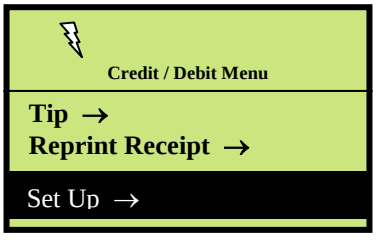
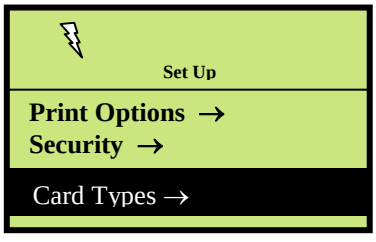
Continued on next page

Step	Action	Display
6.	You will be required to input the terminal's password to access the security settings. Use the keypad to input the password. Press the Green ENTER key to select. *Note: The Default Password is 1 2 3 4	
7.	Use the up ▲ and down ▼ arrow keys to highlight the option for EDIT PASSWORD Press the Green ENTER key to select.	
8.	Use the keypad to input the current security password. Press ENTER to confirm your entry.	
9.	Use the keypad to input the desired new password. (4-6 digits) Press ENTER to confirm your entry.	
10.	Re-enter the new password to confirm. (4-6 digits) Press ENTER to confirm your entry.	
11.	The password is successfully changed. The terminal returns to the Security Menu.	

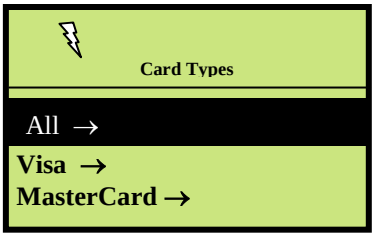
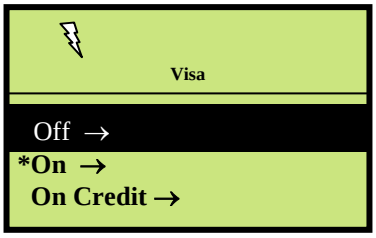
CARD TYPES

The Card Types menu allows the merchant to disable and enable specific card types at the terminal level. *For example: you wish to disable terminal acceptance of American Express cards. You can do so from this menu option.*

<u>For Example</u>: The merchant wants to disable terminal acceptance of American Express card, he/she can disable from the Card Type menu.

Step	Action	Display
1.	From the idle prompt press the ENTER key to access the Core Menu.	
2.	From the Core Main Menu Press the up ▲ arrow to highlight APPLICATIONS. Press the Green ENTER key to select	
3.	Use the navigation keys to highlight CREDIT/DEBIT application. Press the Green ENTER key to select.	
4.	Use the up▲ and down▼ arrow keys to highlight the option for SET UP. Press the Green ENTER key to select.	
5.	Use the up▲ and down▼ arrow keys to highlight the option for CARD TYPES Press the Green ENTER key to select.	

Continued on next page

Step	Action	Display
8.	Use the up ▲ and down ▼ arrow keys to highlight the Card Type you wish to enable or disable. Press the Green ENTER key to select.	
9.	Use the navigation keys to highlight the desired action for the selected card type. Press the Green ENTER key to select.	
10.	Card Type settings successfully made and the terminal returns to the Card Types Menu.	

TRANSACTION PROMPTS

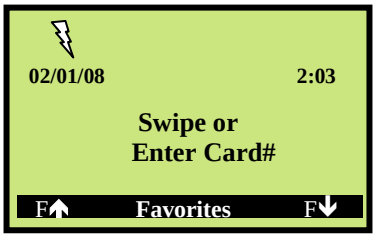
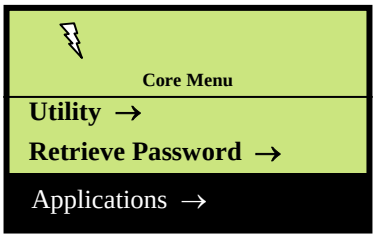
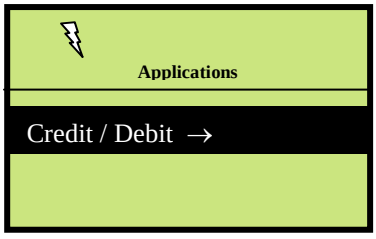
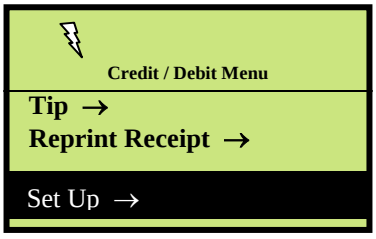
The Transaction Prompts menu option allows the user to disable and enable Industry specific prompts during the transaction. Options Include:

- Clerks
- Invoice #
- Card Code
- Card Present
- Card Code
- AVS
- Fraud Prevention
- Cash Back

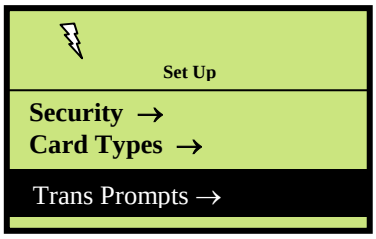
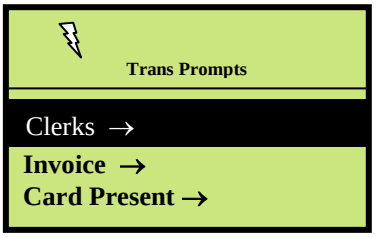
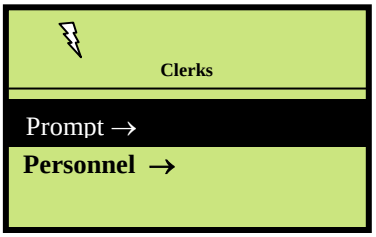
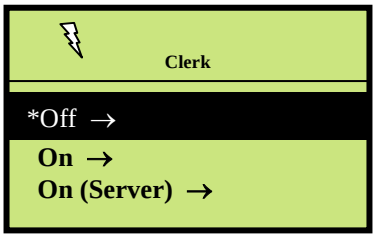
Tips: (1) If prompts are turned off information specific to that prompt will not be captured and not be available on reports. (2) For CVV2 and Card Present options you should first check settings with your merchant services provider.

CLERKS/SERVERS

Use the chart below to enable or disable the Clerk ID, Server ID or Employee ID prompt during a transaction. To associate the Clerk/Servers name to their ID, see page 145.

Step	Action	Display
1.	From the idle prompt press the ENTER key to access the Core Menu.	
2.	From the Core Main Menu Press the up ▲ arrow to highlight APPLICATIONS. Press the Green ENTER key to select	
3.	Use the navigation keys to highlight CREDIT/DEBIT application. Press the Green ENTER key to select.	
4.	Use the up▲ and down▼ arrow keys to highlight the option for SET UP. Press the Green ENTER key to select.	

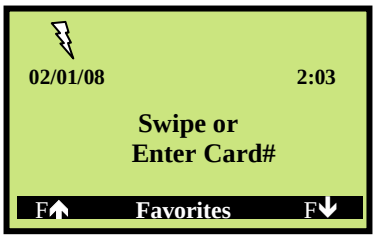
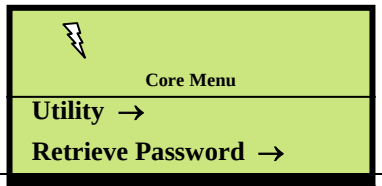
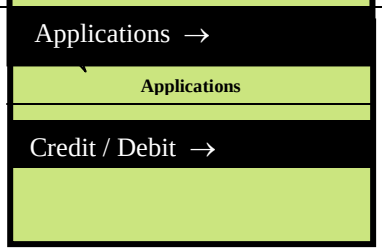
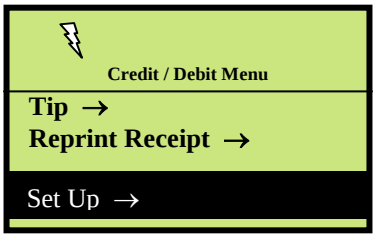
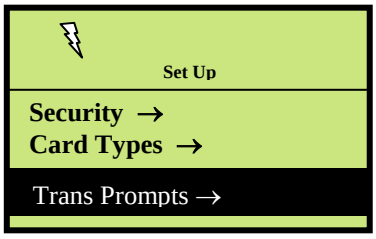
Continued on next page

Step	Action	Display
5.	Use the up ▲ and down ▼ arrow keys to highlight the option for TRANS PROMPTS Press the Green ENTER key to select.	
6.	Use the up ▲ and down ▼ arrow keys to highlight the option for CLERK. Press the Green ENTER key to select.	
7.	Press ENTER to select the option for PROMPT then Press the green ENTER key.	
8.	Use the up ▲ and down ▼ arrow keys to highlight On to prompt for Clerk ID during the transaction. To prompt for SERVER ID or EMPLOYEE ID instead of CLERK ID – use the navigation keys to highlight the desired option. Press the Green ENTER key to select.	
9.	Transaction Prompt Clerk ID has been set, the terminal returns to the Transaction Prompts Menu.	

CONFIGURE PERSONNEL

The Personnel option is used to configure a persons name to their invidual Clerk, Server or Employee ID. This configuration provides name identification on reports and receipts for each employee using the terminal.

For Example: The merchant wants to print a daily report sorted by each Clerk's name – because they had previously enable the prompt for Clerk ID and configured Personnel options the report prints showing each Clerks Name.
i.e.: Clerk: (1) Lisa

Step	Action	Display
1.	From the idle prompt press the ENTER key to access the Core Menu.	
2.	From the Core Main Menu Press the up ▲ arrow to highlight APPLICATIONS. Press the Green ENTER key to select	
3.	Use the navigation keys to highlight CREDIT/DEBIT application. Press the Green ENTER key to select.	
4.	Use the up▲ and down▼ arrow keys to highlight the option for SET UP. Press the Green ENTER key to select.	
5.	Use the up▲ and down▼ arrow keys to highlight the option for TRANS PROMPTS Press the Green ENTER key to select.	

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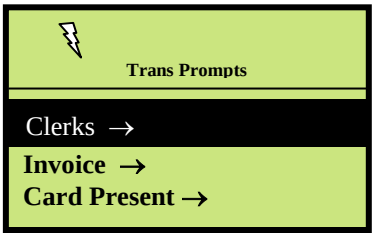
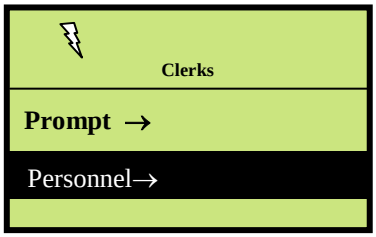
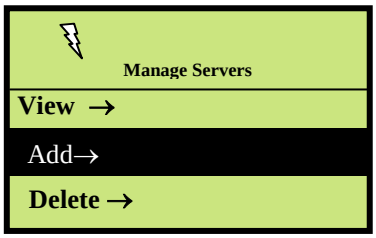
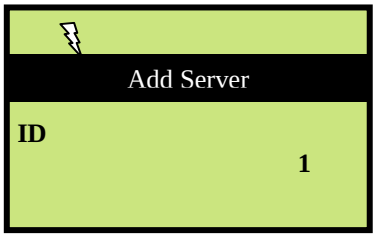
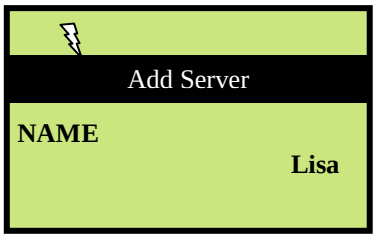
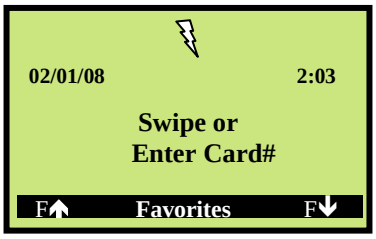
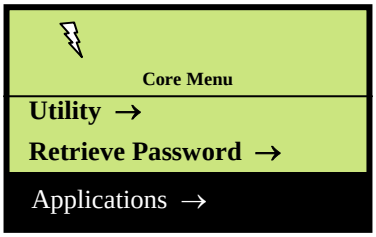
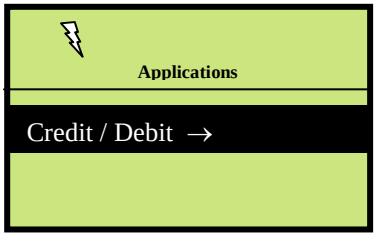
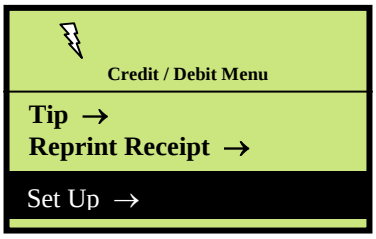
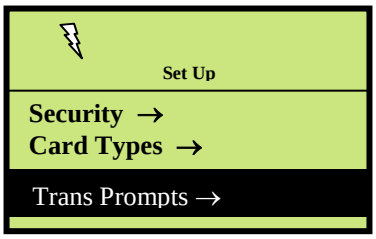
Step	Action	Display
6.	Use the up ▲ and down ▼ arrow keys to highlight the option for CLERK. Press the Green ENTER key to select.	
7.	Press the down ▼ arrow key to highlight PERSONNEL. Press the green ENTER key to select.	
8.	Press the down ▼ arrow key to highlight ADD. Press the green ENTER key to select.	
9.	Using the keypad input the unique Number for this Server, Clerk or Employee. Press ENTER to continue	
10.	Using a multi-tap method input the persons name associated with the ID # from Step 9. Then press ENTER. Note: find the right letter on the keypad then press that key until the correct letter cycles. Repeat until desired name is visible on the display.	
11.	Personnel has been configured, the terminal returns to the Transaction Prompts Menu.	

INVOICE NUMBER

Use the chart below to disable and enable the prompt for an Invoice Number (or Purchase Order Number) during the transaction.

Step	Action	Display
1.	From the idle prompt press the ENTER key to access the Core Menu.	
2.	From the Core Main Menu Press the up ▲ arrow to highlight APPLICATIONS. Press the Green ENTER key to select	
3.	Use the navigation keys to highlight CREDIT/DEBIT application. Press the Green ENTER key to select.	
4.	Use the up▲ and down▼ arrow keys to highlight the option for SET UP. Press the Green ENTER key to select.	
5.	Use the up▲ and down▼ arrow keys to highlight the option for TRANS PROMPTS Press the Green ENTER key to select.	

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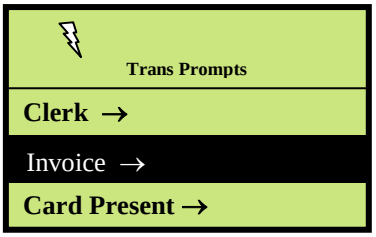
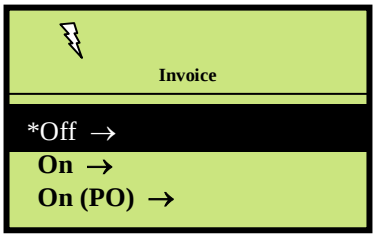
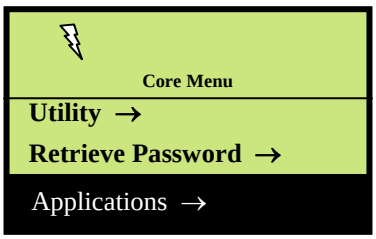
INVOICE NUMBER, CONTINUED

Step	Action	Display
6.	Use the up ▲ and down ▼ arrow keys to highlight the option for INVOICE Press the Green ENTER key to select.	
7.	Use the navigation keys to highlight the desired action for Invoice Number Prompt during transaction. Press the Green ENTER key to select.	
8.	Transaction Prompt – Invoice # – has been set. Terminal returns to the Transaction Prompts Menu.	

CARD PRESENT

Use the chart below to enable or disable the prompts for verifying if the Card is Present during the transaction.

Step	Action	Display
1.	From the idle prompt press the ENTER key to access the Core Menu.	
2.	From the Core Main Menu Press the up ▲ arrow to highlight APPLICATIONS. Press the Green ENTER key to select	

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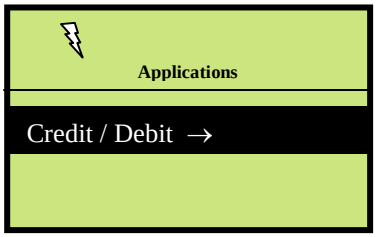
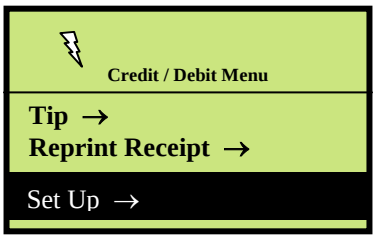
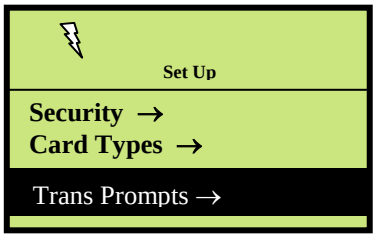
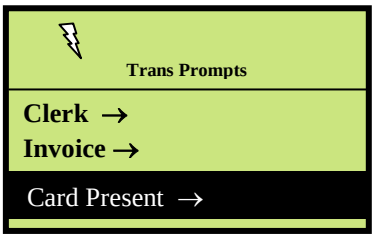
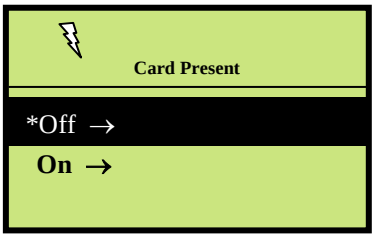
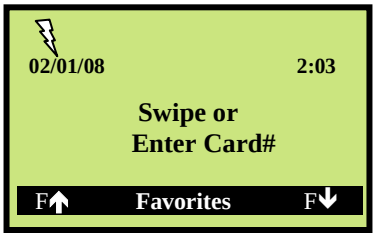
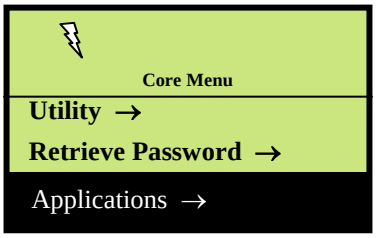
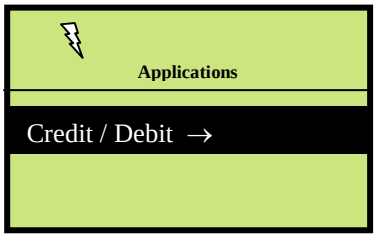
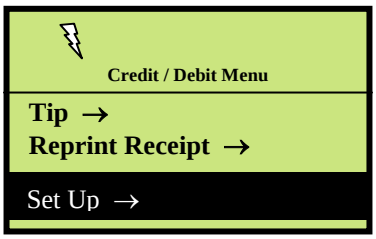
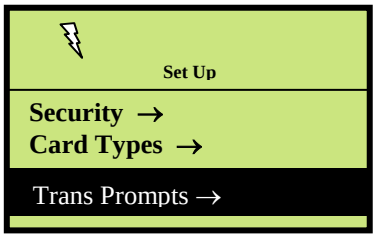
Step	Action	Display
3.	Use the navigation keys to highlight CREDIT/DEBIT application. Press the Green ENTER key to select.	
4.	Use the up▲ and down▼ arrow keys to highlight the option for SET UP. Press the Green ENTER key to select.	
5.	Use the up▲ and down▼ arrow keys to highlight the option for TRANS PROMPTS Press the Green ENTER key to select.	
6.	Use the up▲ and down▼ arrow keys to highlight the option for CARD PRESENT Press the Green ENTER key to select.	
7.	Use the navigation keys to highlight the desired action for the Card Present Prompt during transaction. Press the Green ENTER key to select.	
8.	The transaction prompt for Card Present has been set. The trminal returns to the Transaction Prompts Menu.	

CARD CODE

Use the chart below to enable or disable and configure settings for Card Code prompts during a transaction.

Tip:

If	Then	Where to Find it
Visa	Will Prompt for CVV	Back of card
M/C	Will Prompt for CVV2	Back of card
Amex	Will Prompt for CID	Front of card
Discover	Will Prompt for CID	Front of card

Step	Action	Display
1.	From the idle prompt press the ENTER key to access the Core Menu.	
2.	From the Core Main Menu Press the up ▲ arrow to highlight APPLICATIONS. Press the Green ENTER key to select	
3.	Use the navigation keys to highlight CREDIT/DEBIT application. Press the Green ENTER key to select.	
4.	Use the up▲ and down▼ arrow keys to highlight the option for SET UP. Press the Green ENTER key to select.	
5.	Use the up▲ and down▼ arrow keys to highlight the option for TRANS PROMPTS Press the Green ENTER key to select.	

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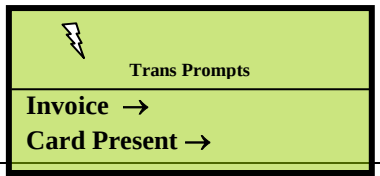
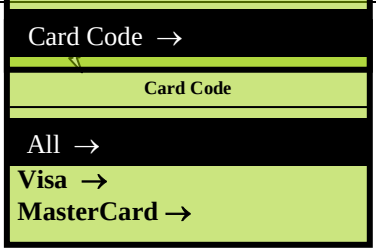
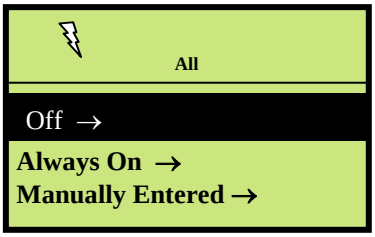
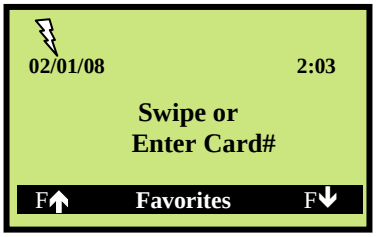
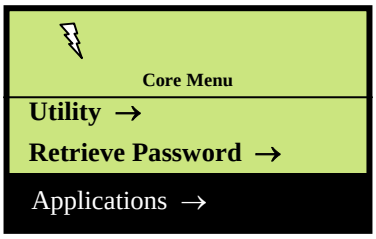
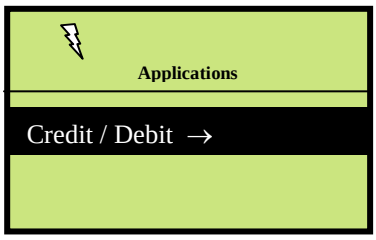
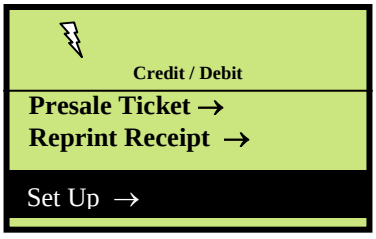
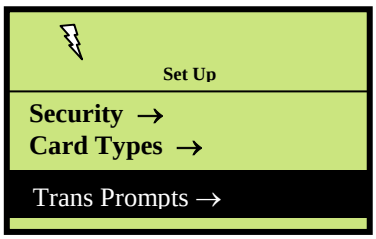
Step	Action	Display
6.	Use the up ▲ and down ▼ arrow keys to highlight the option for CARD CODE Press the Green ENTER key to select.	
7.	Use the navigation keys to highlight the Card Type you wish to set the Card Code prompt for. Press the Green ENTER key to select.	
8.	Use the navigation keys to highlight the desired setting for the Card Code transaction prompt. Press the Green ENTER key to select.	
9.	The transaction prompt for Card Code has been set. The terminal returns to the Transaction Prompts Menu.	

AVS PROMPT

Use the chart below to enable or disable and configure settings for AVS prompts during a transaction. This feature provides you with multiple options when setting the AVS parameters for individual card types.

Tip: Prior to changing terminal AVS settings it is recommended that you check with your merchant services provider.

Step	Action	Display
1.	From the idle prompt press the ENTER key to access the Core Menu.	
2.	From the Core Main Menu Press the up ▲ arrow to highlight APPLICATIONS. Press the Green ENTER key to select	
3.	Use the navigation keys to highlight CREDIT/DEBIT application. Press the Green ENTER key to select.	
4.	Use the up ▲ and down ▼ arrow keys to highlight the option for SET UP. Press the Green ENTER key to select.	
5.	Use the up ▲ and down ▼ arrow keys to highlight the option for TRANS PROMPTS Press the Green ENTER key to select.	

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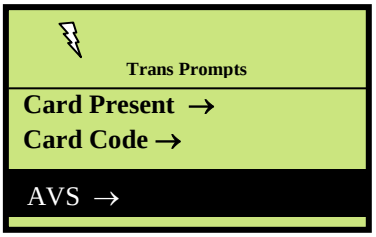
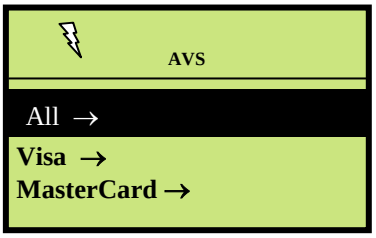
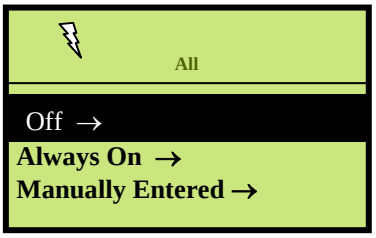
Step	Action	Display
6.	Use the up▲ and down▼ arrow keys to highlight the option for AVS Press the Green ENTER key to select.	
7.	Use the navigation keys to highlight the Card Type you wish to manage AVS settings for. Press the Green ENTER key to select.	
8.	Use the navigation keys to highlight the desired AVS prompt setting. Press the Green ENTER key to select.	
9.	The transaction prompt for AVS has been set. The terminal returns to the Transaction Prompts Menu.	

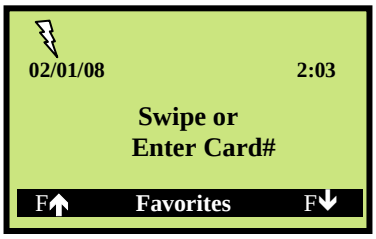
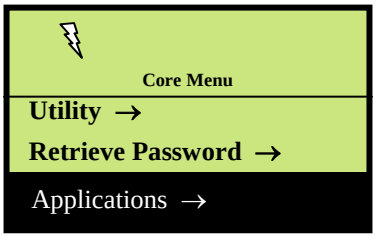
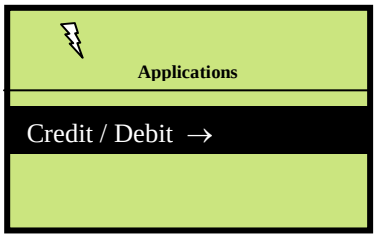
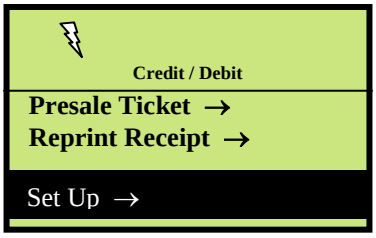
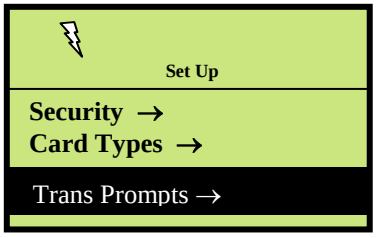
Options: Use the chart below for definition of the various options for AVS Settings.

If Terminal Setting is..	... and Card Entry is..	Terminal Prompts for Card Present	AND the input Response Is..	Then Terminal Prompts...
Always On	Swiped	N	Assumed Card Present	Prompts for Zip Only
Always On	Manual	Y	Card Present = YES	Prompts for ZIP only.
Always On	Manual	Y	Card Present = NO	Prompts for ZIP then ADDRESS #
Manually Entered	Swiped	N	Assumed Card Present	Does NOT prompt for any AVS
Manually Entered	Manual	Y	Card Present = YES	Prompts for ZIP only
Manually Entered	Manual	Y	Card Present = NO	Prompts for ZIP then ADDRESS #
Card Not Present	Swiped	N	Assumed Card Present	Does NOT prompt for any AVS
Card Not Present	Manual	Y	Card Present = YES	Does NOT prompt for any AVS
Card Not Present	Manual	Y	Card Present = NO	Prompts for ZIP then ADDRESS #

FRAUD PREVENTION

Use the chart below to configure Fraud Prevention features to protect against the possibility of counterfeit cards. This is an optional feature and can be enabled and disabled in the terminal menu. Multiple options for Fraud Prevention have been provided, they include:

■ Re-enter Full ■ Re-enter Last 4 Digits on Card ■ Display Account # to Verify

Step	Action	Display
1.	From the idle prompt press the ENTER key to access the Core Menu.	
2.	From the Core Main Menu Press the up ▲ arrow to highlight APPLICATIONS. Press the Green ENTER key to select	
3.	Use the navigation keys to highlight CREDIT/DEBIT application. Press the Green ENTER key to select.	
4.	Use the up▲ and down▼ arrow keys to highlight the option for SET UP. Press the Green ENTER key to select.	
5.	Use the up▲ and down▼ arrow keys to highlight the option for TRANS PROMPTS Press the Green ENTER key to select.	

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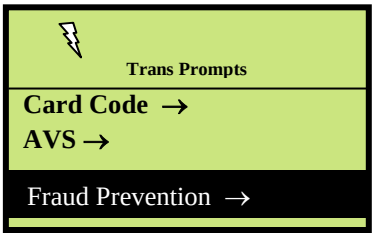
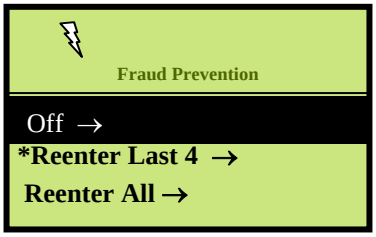
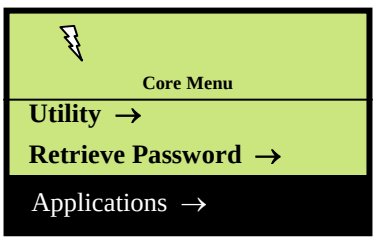
FRAUD PREVENTION, CONTINUED

Step	Action	Display
6.	Use the up ▲ and down ▼ arrow keys to highlight the option for FRAUD PREVENTION Press the Green ENTER key to select.	
7.	Use the navigation keys to highlight the desired Fraud Prevention prompt setting. Press the Green ENTER key to select.	
8.	Transaction Prompt – Fraud Prevention – has been set. Terminal returns to the Transaction Prompts Menu.	

CASH BACK

This feature allows the user to assign a maximum cash back limit on debit transactions. Use the chart below to enable and configure Cash Back for debit transactions.

Tip: Setting a maximum of $0.00 dollars will disable cash back on debit transactions.

Step	Action	Display
1.	From the idle prompt press the ENTER key to access the Core Menu.	
2.	From the Core Main Menu Press the up ▲ arrow to highlight APPLICATIONS. Press the Green ENTER key to select	

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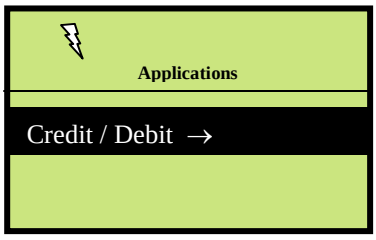
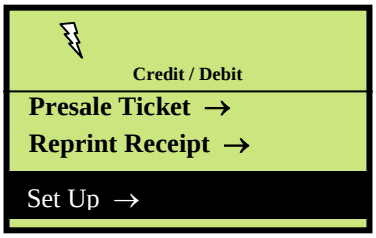
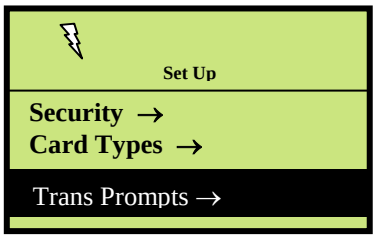
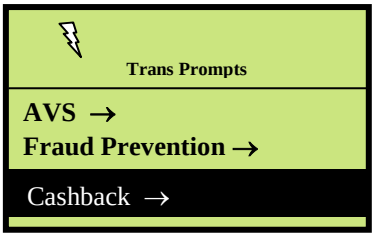
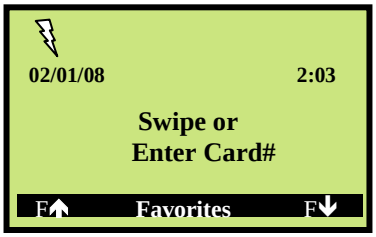
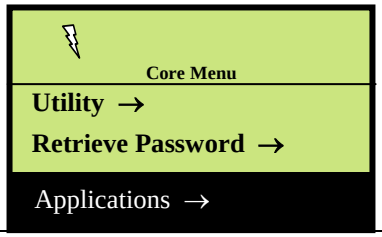
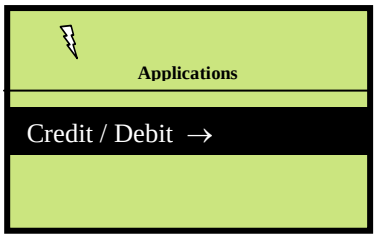
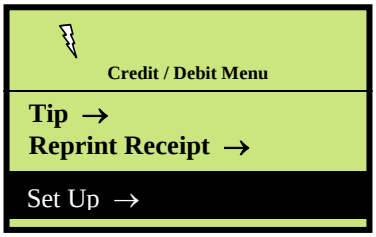
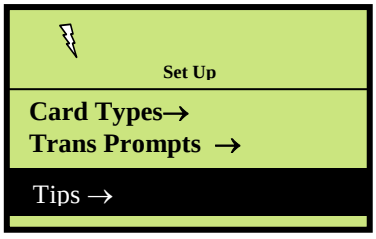
Step	Action	Display
3.	Use the navigation keys to highlight CREDIT/DEBIT application. Press the Green ENTER key to select.	
4.	Use the up▲ and down▼ arrow keys to highlight the option for SET UP. Press the Green ENTER key to select.	
5.	Use the up▲ and down▼ arrow keys to highlight the option for TRANS PROMPTS Press the Green ENTER key to select.	
6.	Use the up▲ and down▼ arrow keys to highlight the option for CASH BACK Press the Green ENTER key to select.	
7.	Use the keypad to input the maximum dollar amount to be allowed for cashback on debit transactions. Press the Green ENTER key to confirm. *Input of $0.00 dollars will disable cashback on debit transactions.	
8.	The Cash Back option has been set. The terminal returns to the Transaction Prompts Menu.	

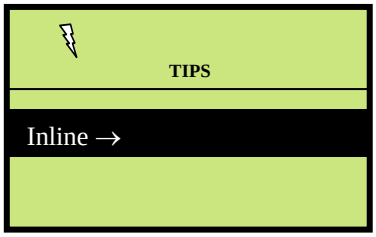
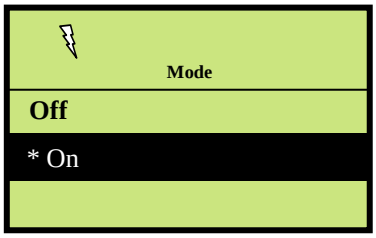
INLINE TIPS

When the Inline Tips option is turned on, the terminal will prompt for a tip amount during the transaction. This is necessary for Retail With Tip and Presale Ticket transactions.

For Example: Quick Kuts Salon is a retail hair salon merchant that needs to be able to include the tip amount in their credit and debit transactions. He/she enables inline tips so they can fully utilize the Presale Ticket and Retail Tips functionality.

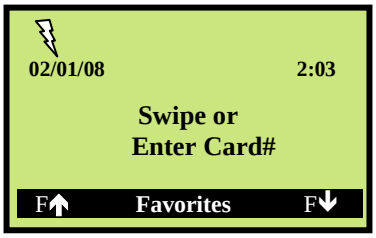
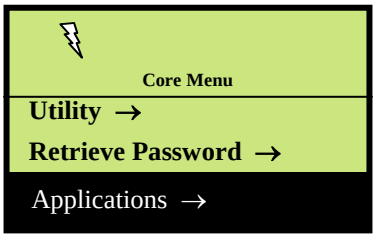
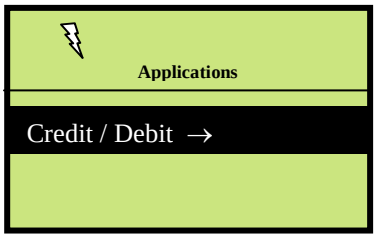
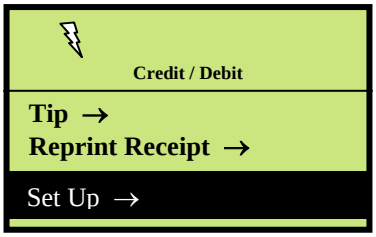
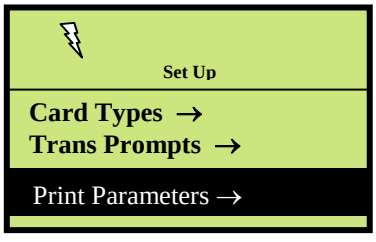
Step	Action	Display
1.	From the idle prompt press the ENTER key to access the Core Menu.	
2.	From the Core Main Menu Press the up ▲ arrow to highlight APPLICATIONS. Press the Green ENTER key to select	
3.	Use the navigation keys to highlight CREDIT/DEBIT application. Press the Green ENTER key to select.	
4.	Use the up▲ and down▼ arrow keys to highlight the option for SET UP. Press the Green ENTER key to select.	
5.	Use the up▲ and down▼ arrow keys to highlight the option for TIPS Press the Green ENTER key to select.	

Continued on next page

Step	Action	Display
6.	From the Tips Menu, press the Green ENTER Key to select INLINE.	
7.	Use the arrow keys to highlight ON/OFF. Press the Green ENTER key to make your selection.	
8.	Inline TIPS have been set – The terminal returns to the idle prompt.	

PRINT PARAMETERS

Printing the terminal set up report will provide the user with a print out of all the current terminal SET UP parameters. For a list of all Set Up options see page 133.

Step	Action	Display
1.	From the idle prompt press the ENTER key to access the Core Menu.	
2.	From the Core Main Menu Press the up ▲ arrow to highlight APPLICATIONS. Press the Green ENTER key to select	
3.	Use the navigation keys to highlight CREDIT/DEBIT application. Press the Green ENTER key to select.	
4.	Use the up▲ and down▼ arrow keys to highlight the option for SET UP. Press the Green ENTER key to select.	
5.	Use the up▲ and down▼ arrow keys to highlight the option for PRINT PARAMETERS Press the Green ENTER key to select.	
6.	The terminal will print out a Paramter Set Up report detailing your terminal level settings.	

EXAMPLE OF PARAMETER REPORT:

12/04/2007 12:45:21

Setup Parameters

TPN: 12312330

Prompt:

Clerk:	Clerk
Invoice:	Off
Card_Present	On
Fraud_Prevent	Off

Tip:

Mode	On
Suggested_1	10%
Suggested_2	15%
Suggested_3	20%
Automatic_Num	8
Automatic_Percent	15%

Auto:

Batch:	On
Batch_Time	02:00
Batch_Interval	00:10
Batch_Period	01:00

Print_Option_Receipt:

Merchant	1
Customer	1

Print_Option_Report:

Copies	1

Secure_Trans_Type:

Return	On
Void	On
Authorization	On
Ticket	On

Secure Menu:

Report	Off
Host_Utility	Off
Tip	Off
Reprint_Receipt	Off
Setup	Off

AVS:

VIS	Manually Entered
M/C	Manually Entered
AMX	Manually Entered
DIS	Manually Entered
DNC	Manually Entered
JCB	Manually Entered
ENR	Manually Entered
DBT	Manually Entered
EBT	Always On

Merchant:

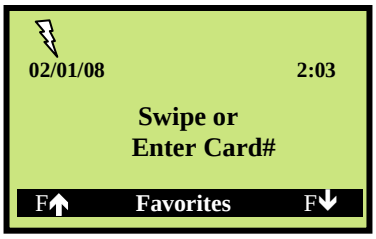
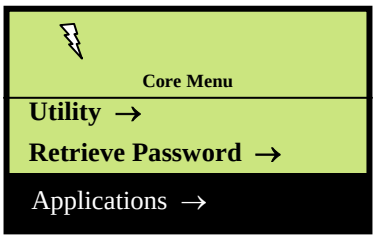
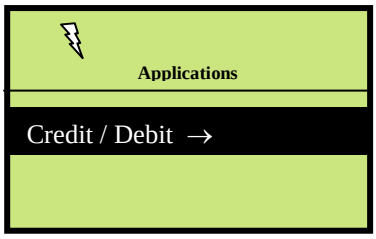
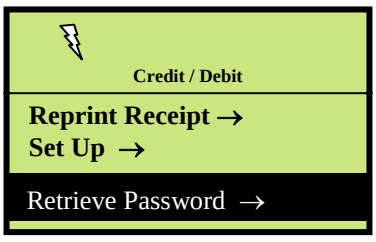
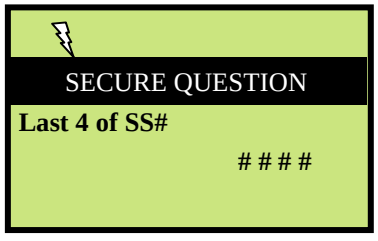
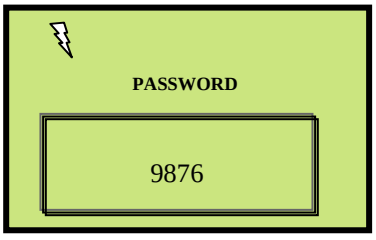
Fee	0.00
Cashback	500.00

End of Report

RETRIEVE PASSWORD (CREDIT/DEBIT MENU)

When a password is forgotten it can be retrieved it at the terminal. The terminal prompts for the answer to the security information previously when the password was first edited from the default password of 1234. For more information on how to edit the password see page 139.

Use the steps below to retrieve a forgotten password from the terminal.

Step	Action	Display
1.	From the idle prompt press the ENTER key to access the Core Menu.	
2.	From the Core Main Menu Press the up ▲ arrow to highlight APPLICATIONS. Press the Green ENTER key to select	
3.	Use the navigation keys to highlight CREDIT/DEBIT application. Press the Green ENTER key to select.	
4.	From the Core Main Menu Press the up ▲ arrow to highlight RETRIEVE PASSWORD Press the Green ENTER key to select	
5.	Use the alphanumeric keypad to input the answer to your previously set up security question. Press the Green ENTER key to confirm your answer.	
6.	The terminal will display the current password for 3 seconds.	
7.	Terminal returns to the Security main menu.	

Dējavoo℠ Systems

Rethinking Transactions.

Store & Forward

Instruction Manual V610.08

STORE & FORWARD (OFFLINE)

Store & Forward (Offline Mode) will give the following options:

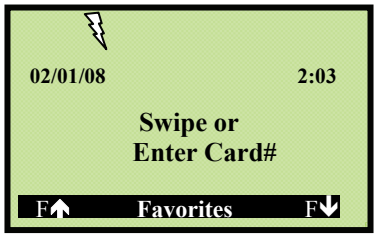
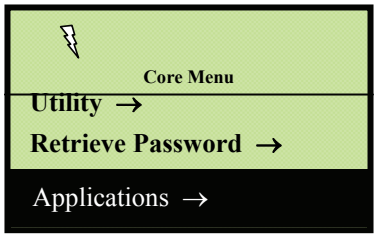
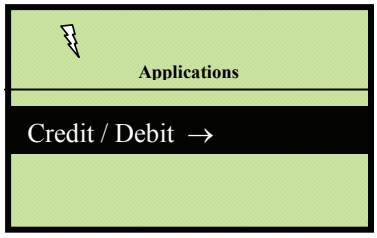
■ Settings ■ Current Setting ■ Forward ■ Report ■ Delete Failed

*** Important information on Store & Forward:**

- SnF allows transactions in offline mode, there is no authorization at the POS, the authorization is done at the time of batch when communication is available.
- Merchants should do a manual card imprint of SnF transactions, in the event the transaction fails (card is declined) for re-entry and upload at a later time.
- All failed (declined) SnF transactions need to be deleted from the batch in order for the batch to close.

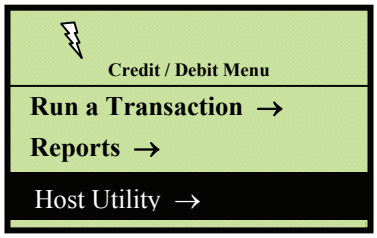
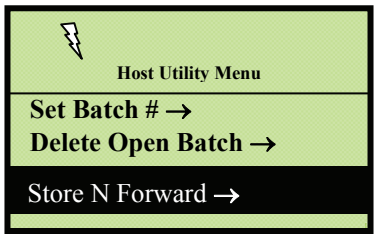
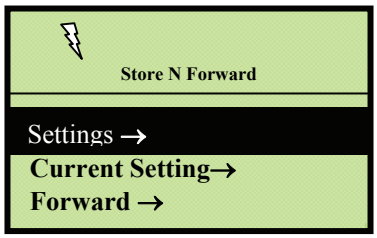
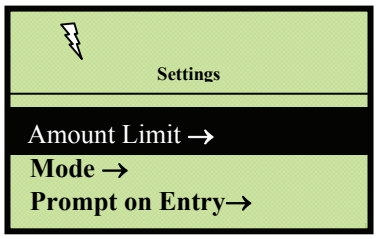
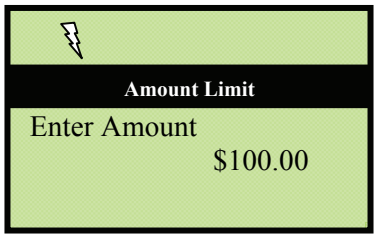
SNF SETTINGS - AMOUNT LIMIT

Use this option to set the transaction amount limit for each store and forward transaction. Any transactions attempted over the set limit will go out GPRS live mode.

Step	Action	Display
1.	From the idle prompt press the ENTER key to access the Core Menu.	
2.	From the Core Main Menu use the down arrow to highlight APPLICATIONS. Press the Green ENTER key to select.	
3.	Use the arrow keys to highlight CREDIT/DEBIT application. Press the Green ENTER key to select.	

Continued on next page

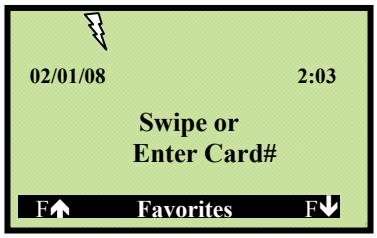
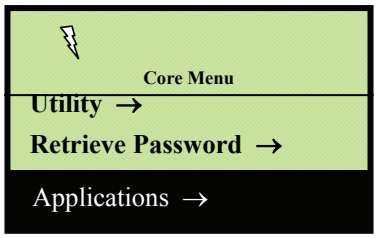
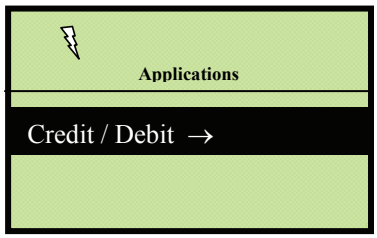
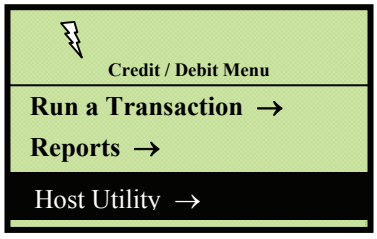
SNF SETTINGS - AMOUNT LIMIT, CONT'D…

Step	Action	Display
4.	Use the ▲ up or down ▼ arrow keys to highlight **HOST UTILITY** and press the Green **ENTER** Key.	
5.	Use the ▲ up arrow key to highlight **STORE AND FORWARD** and press the Green **ENTER** Key.	
6.	Use the **down** ▼ arrow key to highlight **SETTINGS** and press the Green **ENTER** Key.	
7.	Press the Green **ENTER** Key to select **AMOUNT LIMIT.**	
8.	Using the keypad input the maximum dollar amount to be accepted for transactions being processed while in Store and Forward Mode. Press the Green **ENTER** Key to confirm entry.	
9.	The Terminal screen will flash with the response, "Amount Limit Set To…($X..XX)" and return to the Store and Forward Settings menu.	

SNF SETTINGS - MODE

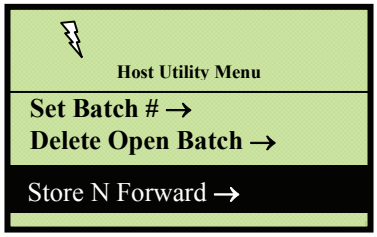
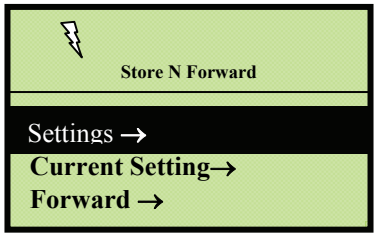
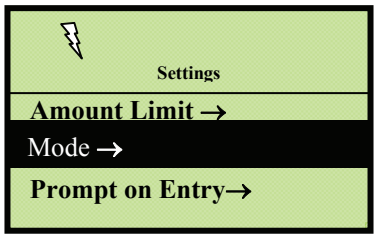
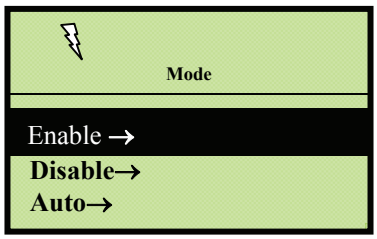
Use this option to set the Store and Forward Mode. Choose from the following options:

Mode	Definition
Enable	Turn Store and Forward ON.
Disable	Turn Store and Forward OFF.
Auto	Turn Store and Forward ON when No other Communication available. (ie: GPRS Coverage)

Step	Action	Display
1.	From the idle prompt press the ENTER key to access the Core Menu.	
2.	From the Core Main Menu use the down arrow to highlight APPLICATIONS. Press the Green ENTER key to select.	
3.	Use the arrow keys to highlight CREDIT/DEBIT application. Press the Green ENTER key to select.	
4.	Use the ▲ up or down ▼ arrow keys to highlight **HOST UTILITY** and press the Green **ENTER** Key.	

Continued on next page

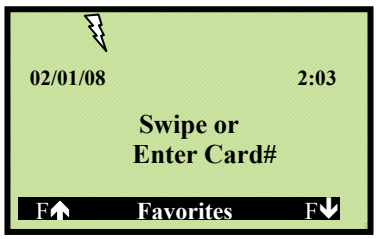
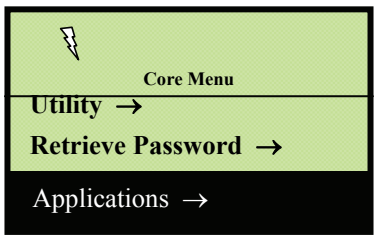
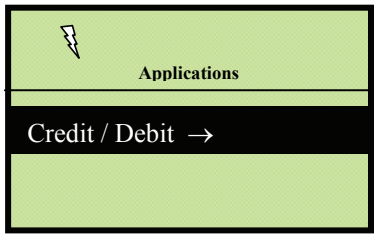
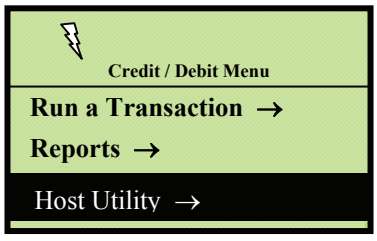
SNF SETTINGS - MODE, CONT'D…

Step	Action	Display
5.	Use the ▲ up arrow key to highlight **STORE AND FORWARD** and press the Green **ENTER** Key.	
6.	Use the **down** ▼ arrow key to highlight **SETTINGS** and press the Green **ENTER** Key.	
7.	Use the **down** ▼ arrow key to highlight **MODE** and press the Green **ENTER** Key.	
8.	**Highlight** the desired **MODE option** then press the Green **ENTER** key.	
9.	Terminal display will flash with the response…" SNF Mode Set to XXX." and return to the Store and Forward Settings menu.	

SNF SETTINGS – PROMPT ON ENTRY

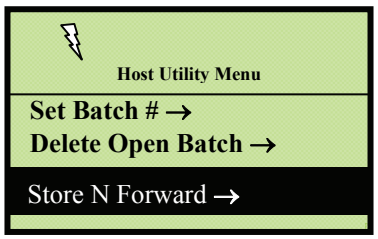
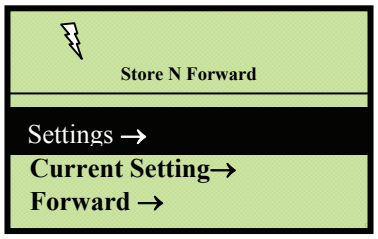
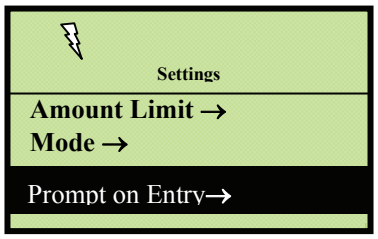
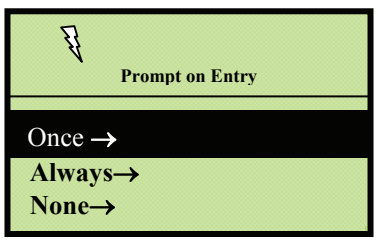
This option will set the terminal to prompt for Store and Forward at the point of sale allowing the user to decide if Store and Forward is a desired option at that time. Choose from the following options:

Setting	Definition
Once	The terminal will prompt one time when out of coverage – if YES is selected the terminal will go into Store N Forward Mode.
Always	The terminal will prompt for Store N Forward for every transaction.
None	The terminal will not prompt for Store N Forward during the transaction.

Step	Action	Display
1.	From the idle prompt press the ENTER key to access the Core Menu.	
2.	From the Core Main Menu use the down arrow to highlight APPLICATIONS. Press the Green ENTER key to select.	
3.	Use the arrow keys to highlight CREDIT/DEBIT application. Press the Green ENTER key to select.	
4.	Use the ▲ up or down ▼ arrow keys to highlight **HOST UTILITY** and press the Green **ENTER** Key.	

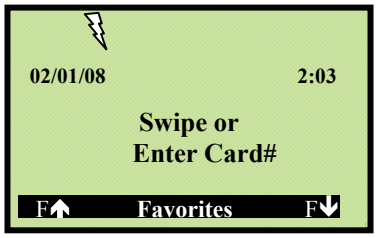
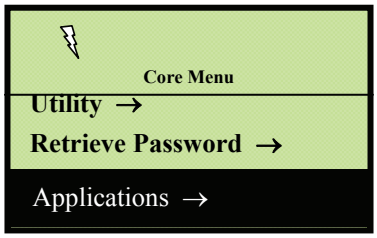
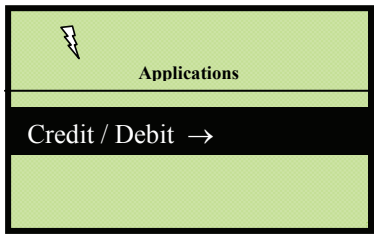
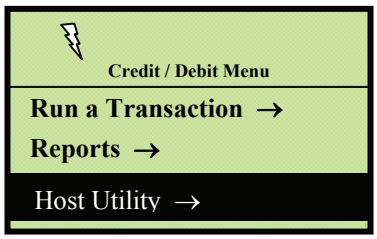
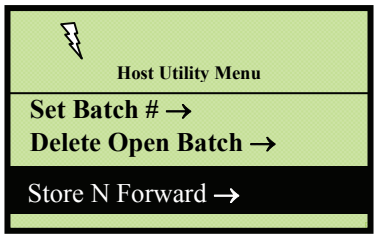
Continued on next page

SNF SETTINGS – PROMPT ON ENTRY, CONT'D…

Step	Action	Display
5.	Use the ▲ up arrow key to highlight **STORE AND FORWARD** and press the Green **ENTER** Key.	
6.	Use the **down** ▼ arrow key to highlight **SETTINGS** and press the Green **ENTER** Key.	
7.	Use the ▲ up or down ▼ arrow keys to highlight **PROMPT ON ENTRY** and press the Green **ENTER** Key.	
8.	**Highlight** the desired **PROMPT option** then press the Green **ENTER** key.	
9.	Terminal display will flash with the response… "Entry Prompt Set to XXX" and return to the Store and Forward Settings menu.	

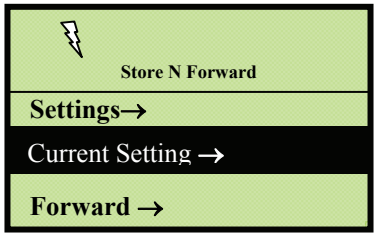
SNF CURRENT SETTINGS

Use this option to verify the terminal's current Store N Forward setting.

Step	Action	Display
1.	From the idle prompt press the ENTER key to access the Core Menu.	
2.	From the Core Main Menu use the down arrow to highlight APPLICATIONS. Press the Green ENTER key to select.	
3.	Use the arrow keys to highlight CREDIT/DEBIT application. Press the Green ENTER key to select.	
4.	Use the ▲ up or down ▼ arrow keys to highlight **HOST UTILITY** and press the Green **ENTER** Key.	
5.	Use the ▲ up arrow key to highlight **STORE AND FORWARD** and press the Green **ENTER** Key.	

Continued on next page

SNF CURRENT SETTINGS, CONT'D…

Step	Action	Display
6.	Use the down ▼ arrow key to highlight **CURRENT SETTING** and press the Green **ENTER** Key.	
7.	Terminal display will flash with response indicating the Terminal's current Store and Forward setting… (**Example** -"Currently Active.") and return to the Store and Forward main menu.	

SNF - FORWARD TRANSACTIONS

Use this menu option to upload stored offline transactions. Choose from the following options:

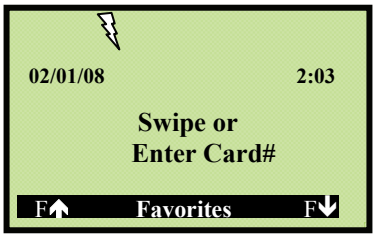
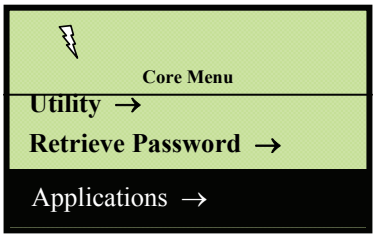
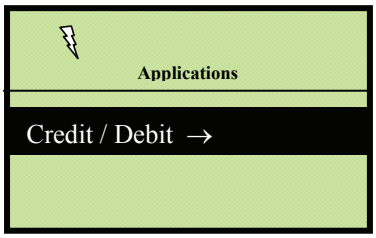
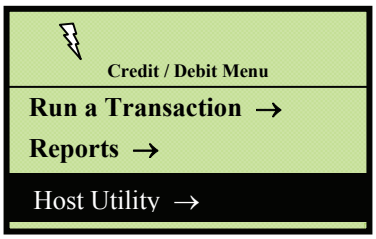
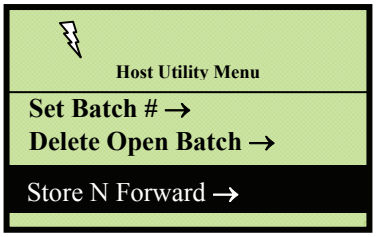
Setting	Definition
All Pending	Forward All pending SnF transactions.
Stored	Forward All pending and failed SnF transactions.
Failed	Forward failed SnF transactions.

Step	Action	Display
1.	Before attempting to submit the Store and Forward Transactions for approval, please make sure you are properly connected to your desired communication.	

If	Then
If Connecting via Modem…	Confirm there is a Modem line plugged into the Modem connection.
If Connecting via Ethernet…	Make sure you have an Ethernet cable plugged into the Ethernet Port.
If connecting via GPRS…	Make sure you have sufficient signal strength.

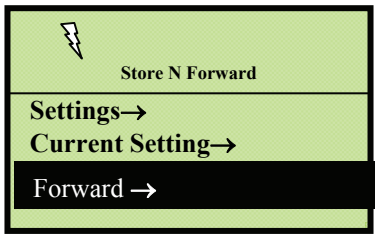
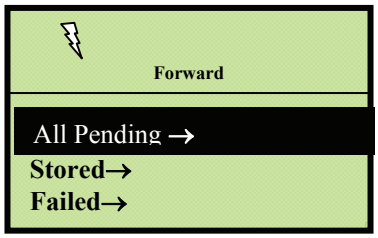
Continued on next page

SNF – FORWARD TRANSACTIONS, CONT'D…

Step	Action	Display
2.	From the idle prompt press the ENTER key to access the Core Menu.	
3.	From the Core Main Menu use the down arrow to highlight APPLICATIONS. Press the Green ENTER key to select.	
4.	Use the arrow keys to highlight CREDIT/DEBIT application. Press the Green ENTER key to select.	
5.	Use the ▲ up or down ▼ arrow keys to highlight **HOST UTILITY** and press the Green **ENTER** Key.	
6.	Use the ▲ up arrow key to highlight **STORE AND FORWARD** and press the Green **ENTER** Key.	

Continued on next page

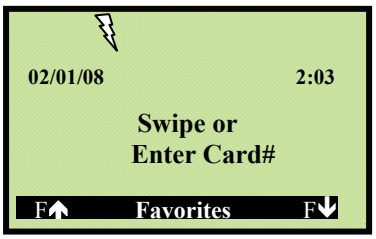
SNF – FORWARD TRANSACTIONS, CONT'D…

Step	Action	Display
7.	Use the ▲ up or down ▼ arrow keys to highlight **FORWARD** and press the Green **ENTER** Key.	
8.	**Highlight** the desired **FORWARD option** then press the Green **ENTER** key.	
9. `	The Terminal display will flash with the response…"Forward XXX" AND then display "Connecting …Receiving" as it communicates with the Host to get an Approval.	

SNF - REPORT

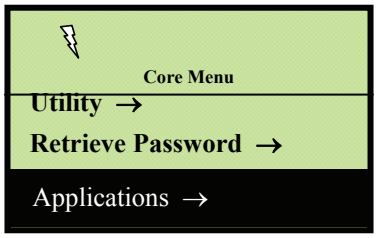
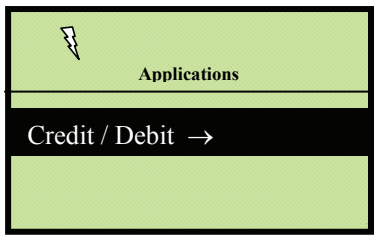
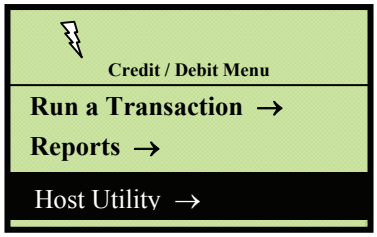
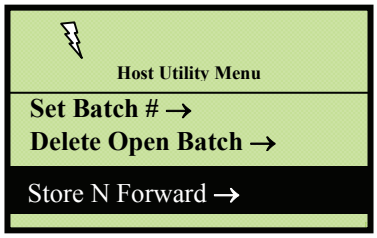
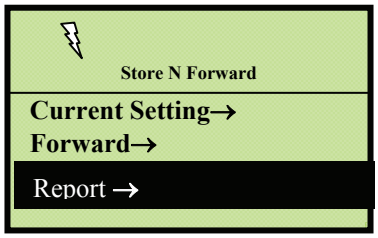
Use this menu option to print reports for offline transactions. Choose from the following options:

Setting	Definition
Stored	Prints a report on all offline transactions stored in the current batch.
Failed	Prints a report of all previously failed (Declined) offline transactions.
Forwarded	Prints a report of offline transactions successfully forwarded..

Step	Action	Display
1.	From the idle prompt press the ENTER key to access the Core Menu.	

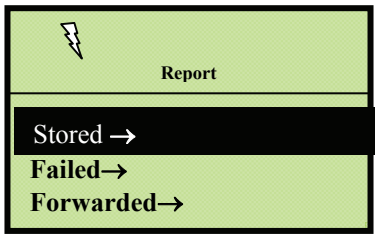
Continued on next page

SNF – REPORT, CONT'D…

Step	Action	Display
2.	From the Core Main Menu use the down arrow to highlight APPLICATIONS. Press the Green ENTER key to select.	
3.	Use the arrow keys to highlight CREDIT/DEBIT application. Press the Green ENTER key to select.	
4.	Use the ▲ up or down ▼ arrow keys to highlight **HOST UTILITY** and press the Green **ENTER** Key.	
5.	Use the ▲ up arrow key to highlight **STORE AND FORWARD** and press the Green **ENTER** Key.	
6.	Use the ▲ up or down ▼ arrow keys to highlight **REPORT** and press the Green **ENTER** Key.	

Continued on next page

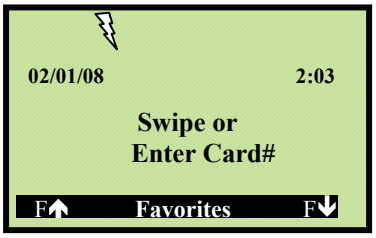
SNF – REPORT, CONT'D…

Step	Action	Display
7.	**Highlight** the desired **REPORT option** then press the Green **ENTER** key.	
8.	The Terminal display will flash with the response…"Report XXXX" as it prints out the requested report and returns to the Report Menu.	

SNF – DELETE FAILED

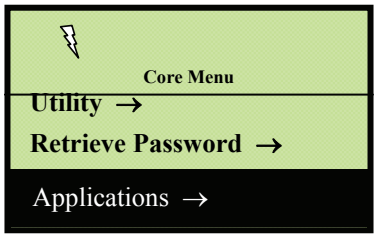
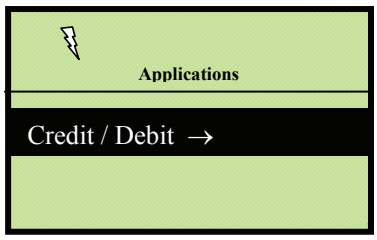
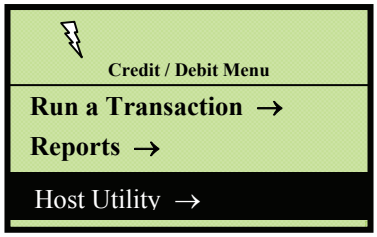
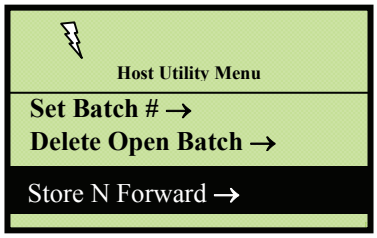
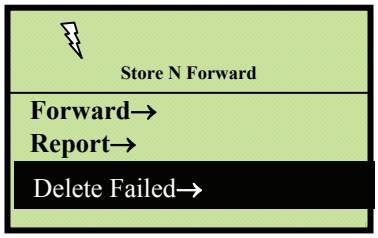
Use this menu option to delete failed stored offline transactions. Choose from the following options:

Setting	Definition
All Failed	Deletes all failed SNF transactions stored in the terminal.
By Transaction	Allows the user to delete failed transactions by transaction #.

Step	Action	Display
1.	From the idle prompt press the ENTER key to access the Core Menu.	

Continued on next page

SNF – DELETE FAILED, CONT'D…

Step	Action	Display
2.	From the Core Main Menu use the down arrow to highlight APPLICATIONS. Press the Green ENTER key to select.	
3.	Use the arrow keys to highlight CREDIT/DEBIT application. Press the Green ENTER key to select.	
4.	Use the ▲ up or down ▼ arrow keys to highlight **HOST UTILITY** and press the Green **ENTER** Key.	
5.	Use the ▲ up arrow key to highlight **STORE AND FORWARD** and press the Green **ENTER** Key.	
6.	Use the ▲ up or down ▼ arrow keys to highlight **DELETE FAILED** and press the Green **ENTER** Key.	

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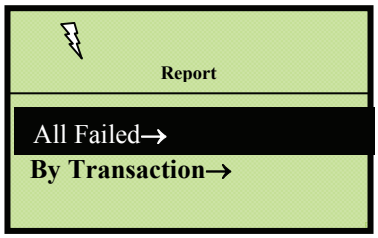
SNF – DELETE FAILED, CONT'D…

Step	Action	Display
7.	**Highlight** the desired **option** then press the Green **ENTER** key.	
8.	The Terminal display will flash with the response…"Deleted XXXX" and return to the Delete Failed options Menu. STOP	

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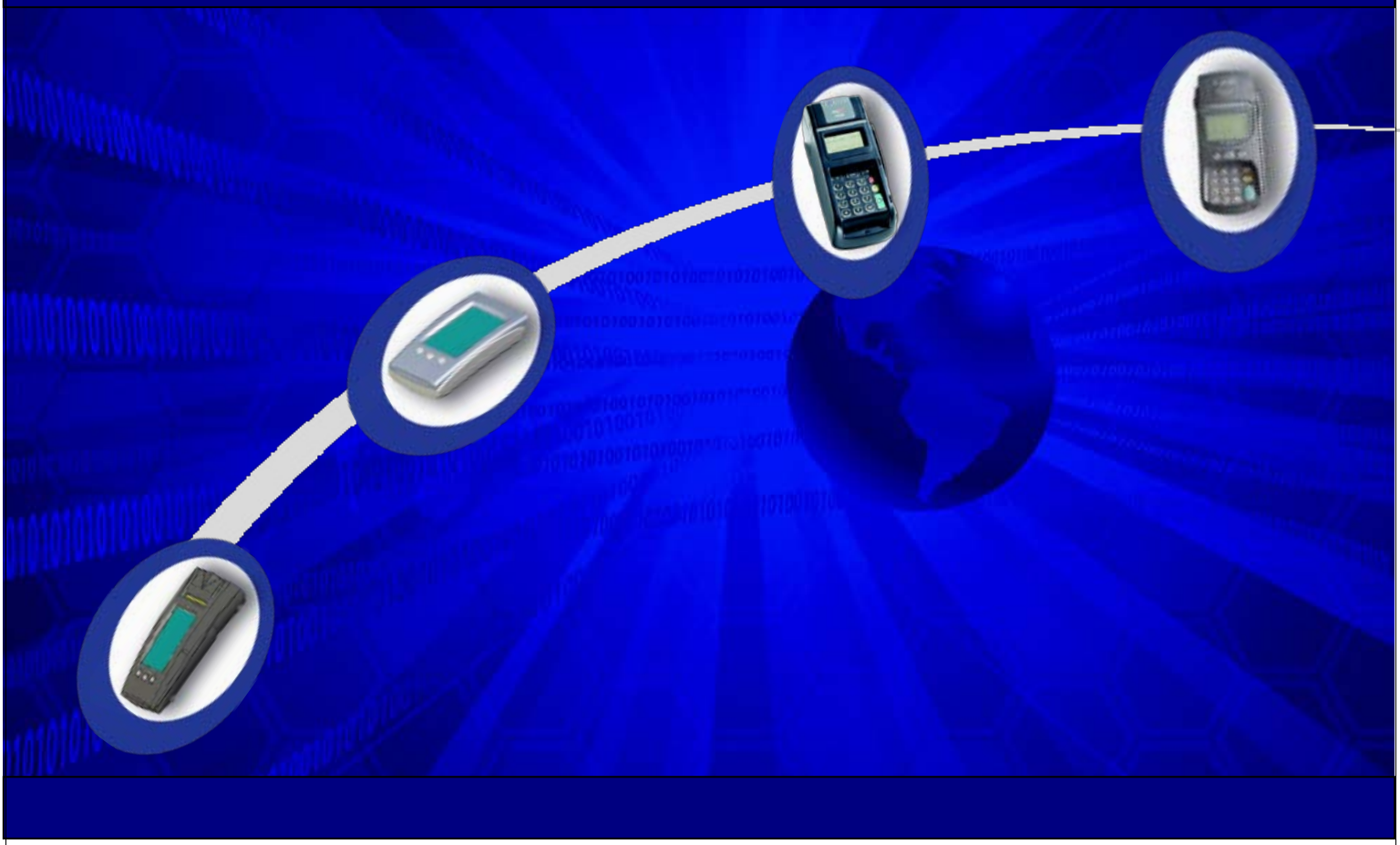
Dējavoo℠ Systems

Rethinking Transactions.

Credit & Debit Restaurant Addendum



Restaurant Specific Features

This section describes the transaction flow for Restaurant Credit Card Sales. It includes the following:

- Editing Tips
- Configuring Automatic Tip
- Open/Close Tabs
- Suggested Tip Lines
- Restaurant Transaction Prompts

When processing a restaurant transaction the Server ID can be enabled and disabled. To add tips by Server ID and print reports by Server ID the server ID option must be enabled. .

When Restaurant Transaction Prompts are enabled the terminal will prompt for them during the transaction, Restaurant Transaction Prompts are: Server ID, # of Guests, Table # and Automatic Tip. .

Example (1): The Merchant prefers to view his/her reports by SERVER ID so they can manage which servers have the greatest sales and which have opportunity for improvement. They configure and enable SERVER ID.

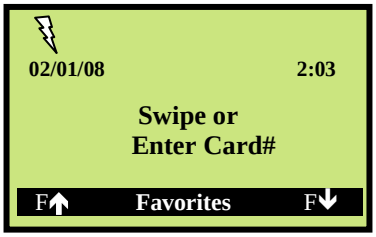
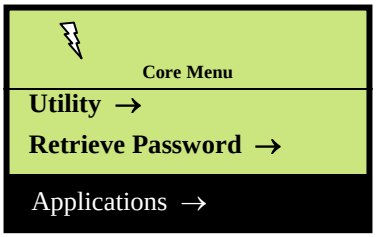
Example (2): There are multiple servers in Restaurant X; tips are added to transactions by server ID. To use this feature, SERVER ID was enabled and configured at the terminal.

EDITING TIPS

In a restaurant environment it is necessary to go back into the original transaction to add the tip amount left by the consumer. Dejavoo supports four methods of editing tips to a transaction, they are as follows:

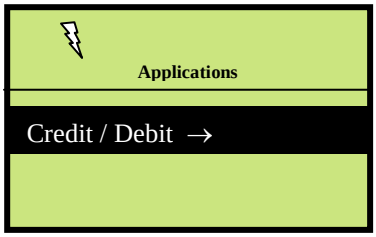
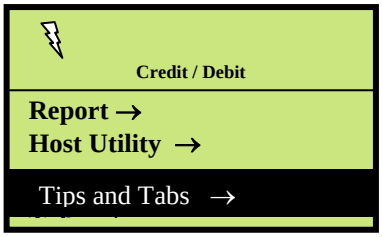
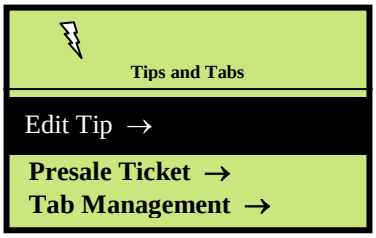
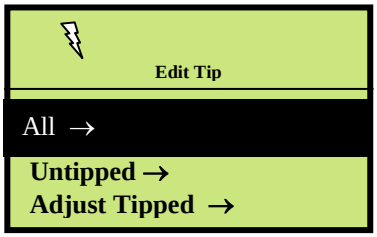
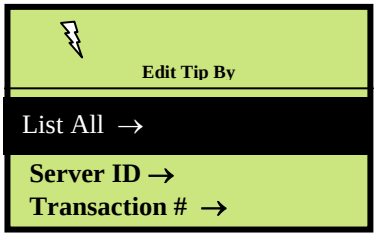
- Listing ALL
- Transaction #
- Server ID
- Last 4 Digits

EDIT TIPS - LIST ALL

Step	Action	Display
1.	From the idle prompt press the ENTER key to access the Core Menu.	
2.	Press the up ▲ arrow to highlight APPLICATIONS. Press the Green ENTER key to select.	

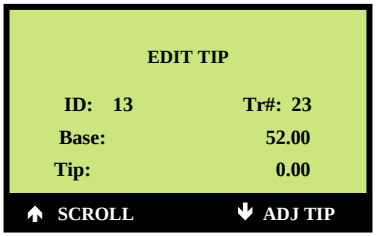
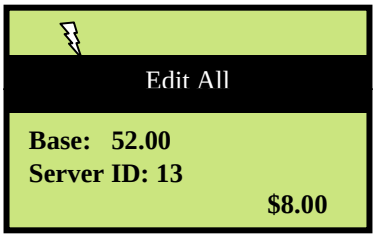
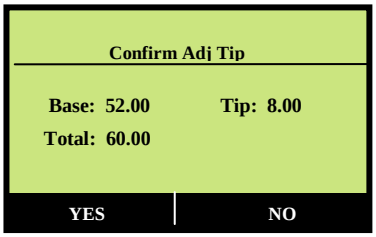
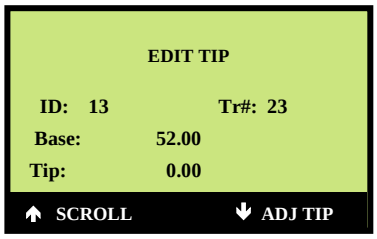
Continued on next page

EDIT TIPS - LIST ALL, CONTINUED

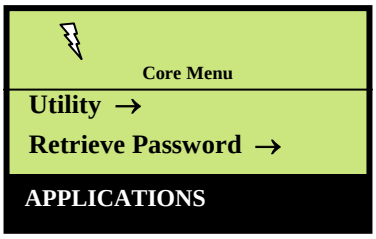
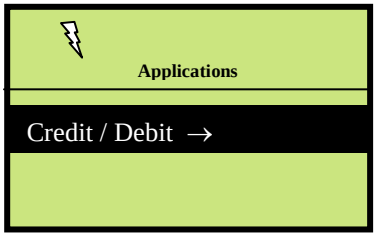
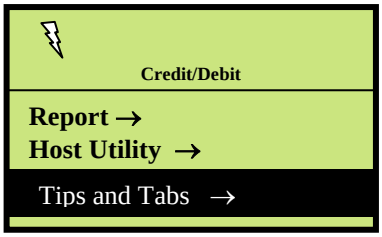
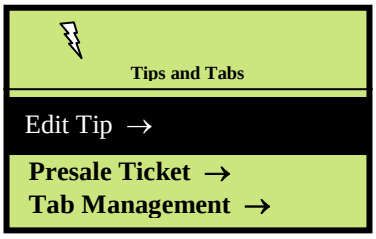
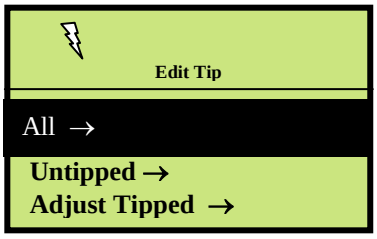
<table>
<tr><th>Step</th><th>Action</th><th>Display</th></tr>
<tr><td>3.</td><td>Press the Green ENTER key to select CREDIT/DEBIT.</td><td> 
</td></tr>
<tr><td>4.</td><td>Use the down▼ arrow key to highlight the option for TIPS and TABS.
Press the Green ENTER key to select.</td><td> 
</td></tr>
<tr><td>5.</td><td>Press the Green ENTER key to select EDIT TIP.</td><td> 
</td></tr>
<tr><td>6.</td><td><table><tr><th>To</th><th>Then</th></tr><tr><td>Search All Transactions</td><td>Highlight ALL and press ENTER</td></tr><tr><td>Search Untipped Transactions</td><td>Highlight UNTIPPED and press ENTER</td></tr><tr><td>Search Transactions Where Tips were Previously Added</td><td>Highlight ADJUST TIPPED and press ENTER</td></tr></table></td><td> 
</td></tr>
<tr><td>7.</td><td>Press the Green ENTER key to select LIST ALL.</td><td> 
</td></tr>
</table>

Continued on next page

EDIT TIPS - LIST ALL, CONTINUED

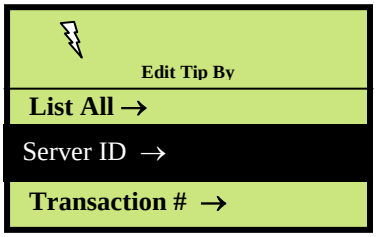
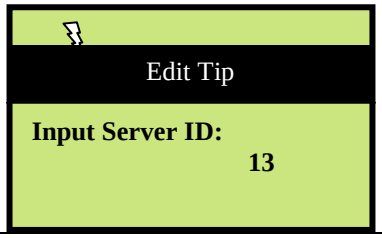
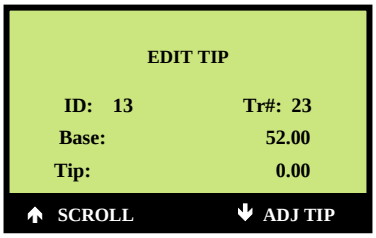
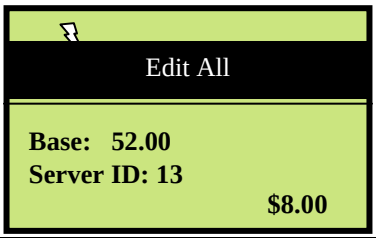
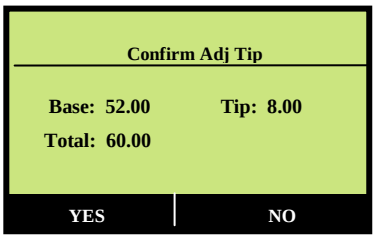
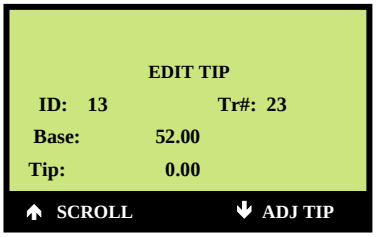
<table>
<tr><th>Step</th><th>Action</th><th>Display</th></tr>
<tr><td>8.</td><td>The terminal displays the information for the first transaction as follows: “ID: XX, Tr #: XXXX, Base AMT: XX.XX, TIP: 0.00”
<table>
<tr><th>If</th><th>For Magic</th><th>For V Series</th></tr>
<tr><td>This is the transaction you wish to add tips to</td><td>Press down arrow to ADJ TIP.</td><td>Press the F4 Key to ADJ TIP.</td></tr>
<tr><td>This is NOT the desired transaction</td><td>Press up arrow to view the next transaction until the desired transaction is displayed.</td><td>Press F2 Key to view the next transaction until the desired transaction is displayed.</td></tr>
</table></td><td> 
</td></tr>
<tr><td>9.</td><td>Using the keypad input the Tip amount as indicated by the customer on the signed merchant receipt copy.</td><td> 
</td></tr>
<tr><td>10.</td><td><table>
<tr><th>For Magic</th><th>For V Series</th></tr>
<tr><td>The terminal will display the Base, Tip and Total amounts for the transaction.
Press the up ▲ arrow for YES if the amounts are correct, or press the down ▼ arrow for NO to make corrections.</td><td>The terminal will display the Base, Tip and Total amounts for the transaction.
Press the F2 Key for YES if the amounts are correct, or press the F4 Key for NO to make corrections.</td></tr>
</table></td><td> 
</td></tr>
<tr><td>11.</td><td>The terminal will display the next transaction, to add tips to more transactions repeat steps 7-10.
When finished adding tips press the red X Key until the terminal returns to the idle prompt.</td><td> 
</td></tr>
</table>

EDIT TIPS – BY SERVER ID

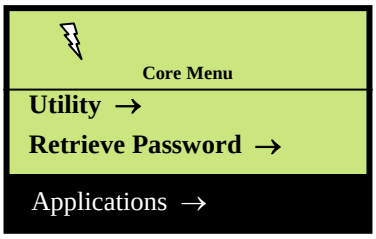
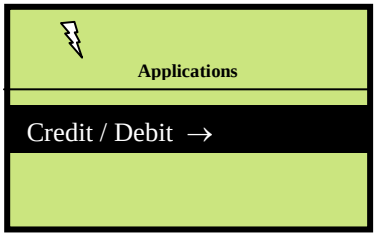
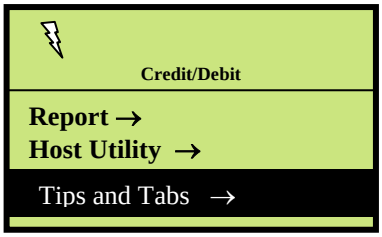
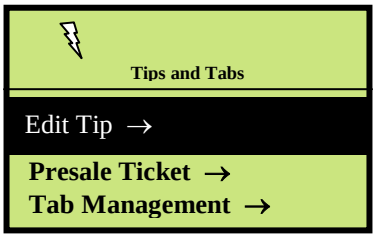
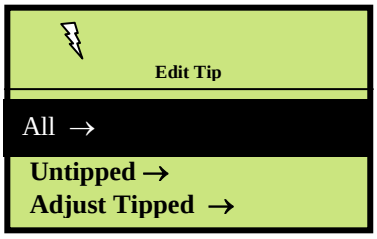
Step	Action	Display
1.	From the idle prompt press the ENTER key to access the Core Menu.	
2.	Press the up ▲ arrow to highlight APPLICATIONS. Press the Green ENTER key to select.	
3.	Press the Green ENTER key to select CREDIT/DEBIT.	
4.	Use the down ▼ arrow key to highlight the option for TIPS and TABS. Press the Green ENTER key to select.	
5.	Press the Green ENTER key to select EDIT TIP.	
6.	**To** / **Then**: Search All Transactions — Highlight ALL and press ENTER Search Untipped Transactions — Highlight UNTIPPED and press ENTER Search Transactions Where Tips were Previously Added — Highlight ADJUST TIPPED and press ENTER	

Continued on next page

EDIT TIPS – BY SERVER ID, CONTINUED

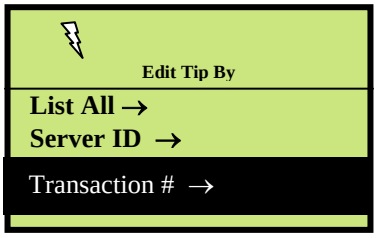
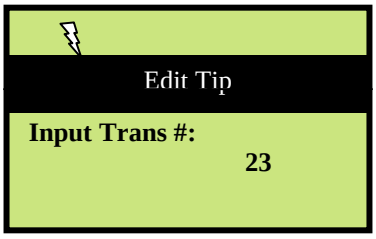
<table>
<tr><th>Step</th><th>Action</th><th>Display</th></tr>
<tr><td>7.</td><td>Press the down arrow key to highlight SERVER ID then press the Green ENTER key to select .</td><td> 
</td></tr>
<tr><td>8.</td><td>Using the keypad input the SERVER ID NUMBER you are adding tips for then press the Green ENTER key.</td><td> 
</td></tr>
<tr><td>9.</td><td>The terminal displays the information for the first transaction for this Server ID as follows: “ID: XX, Tr #: XXXX, Base AMT: XX.XX, TIP: 0.00”
<table>
<tr><th>If</th><th>For Magic</th><th>For V Series</th></tr>
<tr><td>This is the transaction you wish to add tips to</td><td>Press down arrow to ADJ TIP.</td><td>Press the F4 Key to ADJ TIP.</td></tr>
<tr><td>This is NOT the desired transaction</td><td>Press up arrow to view the next transaction until the desired transaction is displayed.</td><td>Press F2 Key to view the next transaction until the desired transaction is displayed.</td></tr>
</table></td><td> 
</td></tr>
<tr><td>10.</td><td>Using the keypad input the Tip amount as indicated by the customer on the signed merchant receipt copy.</td><td> 
</td></tr>
<tr><td>11.</td><td><table>
<tr><th>For Magic</th><th>For V Series</th></tr>
<tr><td>The terminal will display the Base, Tip and Total amounts for the transaction.
Press the up ▲ arrow for YES if the amounts are correct, or press the down ▼ arrow for NO to make corrections.</td><td>The terminal will display the Base, Tip and Total amounts for the transaction.
Press the F2 Key for YES if the amounts are correct, or press the F4 Key for NO to make corrections.</td></tr>
</table></td><td> 
</td></tr>
<tr><td>12.</td><td>The terminal will display the next transaction, to add tips to more transactions for this server ID repeat steps 9-11. When finished adding tips press the red X Key until the terminal returns to the idle prompt.</td><td> 
</td></tr>
</table>

EDIT TIPS – BY TRANSACTION NUMBER

<table>
<tr><th>Step</th><th>Action</th><th>Display</th></tr>
<tr><td>1.</td><td>From the idle prompt press the ENTER key to access the Core Menu.</td><td>
</td></tr>
<tr><td>2.</td><td>Press the up ▲ arrow to highlight APPLICATIONS.
Press the Green ENTER key to select.</td><td> 
</td></tr>
<tr><td>3.</td><td>Press the Green ENTER key to select CREDIT/DEBIT.</td><td> 
</td></tr>
<tr><td>4.</td><td>Use the down ▼ arrow key to highlight the option for TIPS and TABS.
Press the Green ENTER key to select.</td><td> 
</td></tr>
<tr><td>5.</td><td>Press the Green ENTER key to select EDIT TIP.</td><td> 
</td></tr>
<tr><td>6.</td><td><table><tr><th>To</th><th>Then</th></tr><tr><td>Search All Transactions</td><td>Highlight ALL and press ENTER</td></tr><tr><td>Search Untipped Transactions</td><td>Highlight UNTIPPED and press ENTER</td></tr><tr><td>Search Transactions Where Tips were Previously Added</td><td>Highlight ADJUST TIPPED and press ENTER</td></tr></table></td><td> 
</td></tr>
</table>

Continued on next page

EDIT TIPS – BY TRANSACTION NUMBER, CONTINUED

<table>
<tr><th>Step</th><th>Action</th><th>Display</th></tr>
<tr><td>7.</td><td>Press the down arrow key to highlight TRANSACTION # then press the Green ENTER key to select .</td><td> 
</td></tr>
<tr><td>8.</td><td>Using the keypad input the TRANSACTION # you are adding tips for then press the Green ENTER key.</td><td> 
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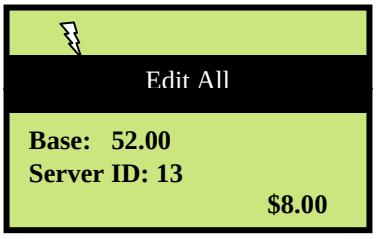
<tr><td>9.</td><td>Using the keypad input the Tip amount as indicated by the customer on the signed merchant receipt copy.</td><td> 
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<tr><td>10.</td><td><table><tr><th>For Magic</th><th>For V Series</th></tr><tr><td>The terminal will display the Base, Tip and Total amounts for the transaction.
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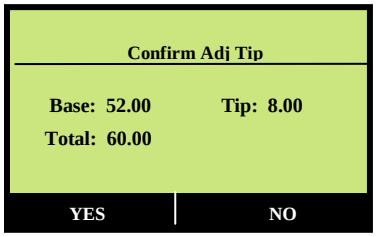
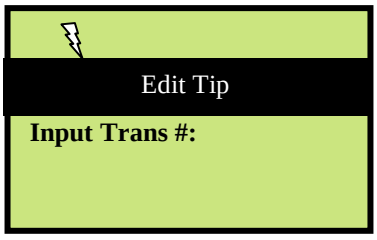
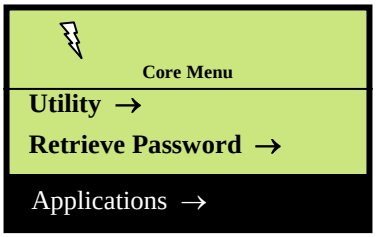
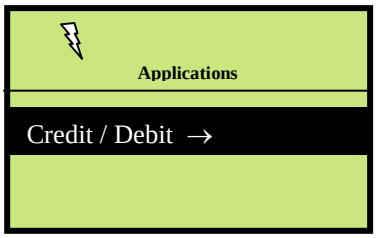
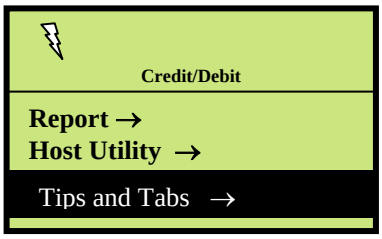
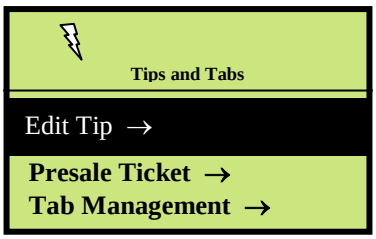
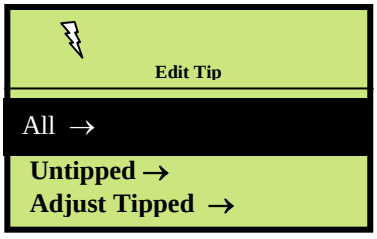
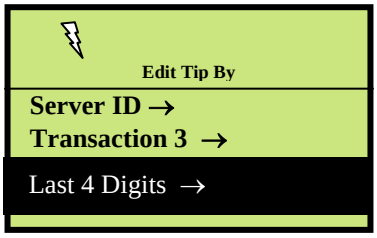
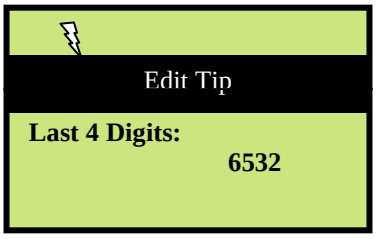
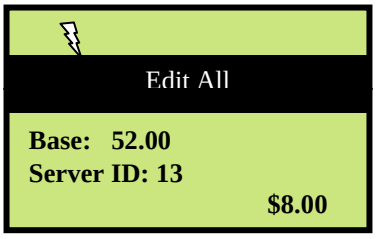
Press the F2 Key for YES if the amounts are correct, or press the F4 Key for NO to make corrections.</td></tr></table></td><td> 
</td></tr>
<tr><td>11.</td><td>The terminal will display INPUT TRANSACTION #, to add tips to more transactions repeat steps 8-10. When finished adding tips press the red X Key until the terminal returns to the idle prompt.
 </td><td> 
</td></tr>
</table>

EDIT TIPS – BY LAST 4 DIGITS

Step	Action	Display
1.	From the idle prompt press the ENTER key to access the Core Menu.	
2.	Press the up ▲ arrow to highlight APPLICATIONS. Press the Green ENTER key to select.	
3.	Press the Green ENTER key to select CREDIT/DEBIT.	
4.	Use the down ▼ arrow key to highlight the option for TIPS and TABS. Press the Green ENTER key to select.	
5.	Press the Green ENTER key to select EDIT TIP.	
6.	**To** / **Then**: Search All Transactions — Highlight ALL and press ENTER Search Untipped Transactions — Highlight UNTIPPED and press ENTER Search Transactions Where Tips were Previously Added — Highlight ADJUST TIPPED and press ENTER	

Continued on next page

EDIT TIPS – BY LAST 4 DIGITS, CONTINUED

<table>
<tr><th>Step</th><th>Action</th><th>Display</th></tr>
<tr><td>7.</td><td>Press the down arrow key to highlight LAST 4 DIGITS then press the Green ENTER key to select.</td><td> 
</td></tr>
<tr><td>8.</td><td>Using the keypad input the LAST 4 DIGITS of the transactions card # you are adding tips for then press the Green ENTER key.</td><td> 
</td></tr>
<tr><td>9.</td><td>Using the keypad input the Tip amount as indicated by the customer on the signed merchant receipt copy.</td><td> 
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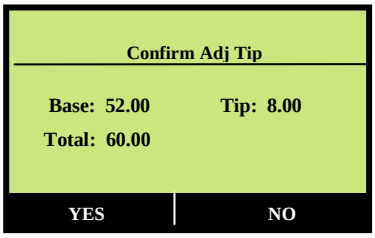
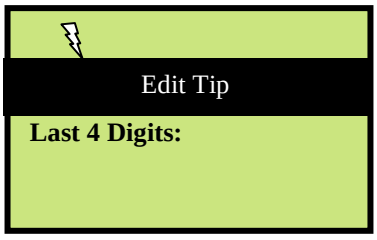
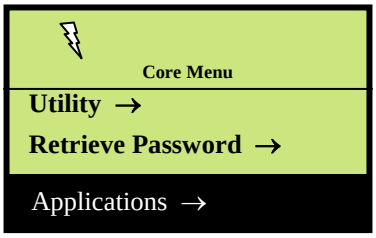
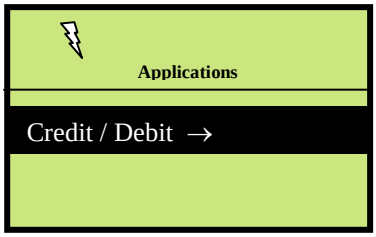
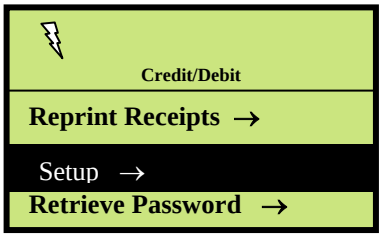
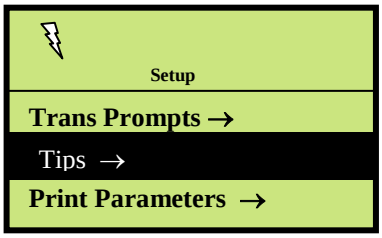
Press the F2 Key for YES if the amounts are correct, or press the F4 Key for NO to make corrections.</td></tr></table></td><td> 
</td></tr>
<tr><td>11.</td><td>The terminal will display LAST 4 DIGITS, to add tips to more transactions repeat steps 8-10. When finished adding tips press the red X Key until the terminal returns to the idle prompt.</td><td> 
</td></tr>
</table>

SUGGESTED TIP LINES

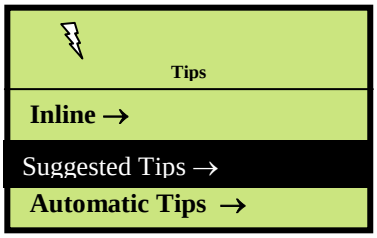
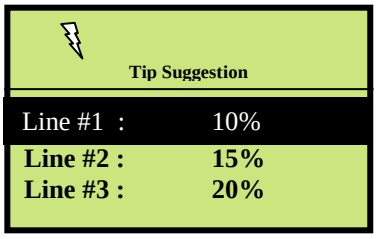
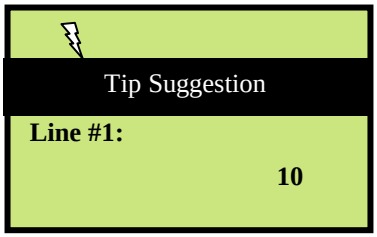
The terminal will calculate and print up to three suggested tip amounts on the bottom of receipt based on the percentages configured at the terminal. Set Suggested Tips to 0% to disable this feature.

Example: ABC Restaurant has configured their Dejavoo terminal to print 3 suggested tip lines at the bottom of the customer's receipt providing the customer with an instant "tip guide" for what the gratuity would be at 10%, 15% and 18%.

Step	Action	Display
1.	From the idle prompt press the ENTER key to access the Core Menu.	
2.	Press the up ▲ arrow to highlight APPLICATIONS. Press the Green ENTER key to select.	
3.	Press the Green ENTER key to select CREDIT/DEBIT.	
4.	Use the up ▲ arrow key to highlight the option for SETUP. Press the Green ENTER key to select.	
5.	Use the up ▲ arrow key to highlight the option for TIPS. Press the Green ENTER key to select.	

Continued on next page

SUGGESTED TIP LINES, CONTINUED

Step	Action	Display
6.	Use the down ▼ arrow key to highlight the option for SUGGESTED TIPS. Press the Green ENTER key to select.	
7.	Press ENTER to select: LINE #1: 10%	
8.	Use the keypad to input the desired percentage for Suggested Tip Line #1. Press the Green ENTER key.	
9.	Repeat Steps 7 and 8 for Tip Lines #2 and #3 as desired. STOP	

RECEIPT EXAMPLE: SUGGESTED TIP LINE

MERCHANT COPY

ABC STORE
4534 Any Street
Somewhere, NY 111111
(555)-777-8888

04/07/07 09:00
Trans #:1 Batch #:1

S A L E

Acct: **********5555
Type: VISA
Entry: Card Swiped
Server (2): Lisa

AMOUNT: **$60.99**
TIP AMT: **$___.___**

TOTAL AMT: **$___.___**

Tip Sugg. 1: 10% 6.09
Tip Sugg. 2: 15% 9.14
Tip Sugg. 3: 18% 10.97

Resp: Approved
Code: 123456789

(Disclaimer here)

X_____
Customer Name

MERCHANT COPY

CUSTOMER COPY

ABC STORE
4534 Any Street
Somewhere, NY 111111
(555)-777-8888

04/07/07 09:00
Trans #:1 Batch #:1

S A L E

Acct: **********5555
Type: VISA
Entry: Card Swiped
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AMOUNT: **$60.99**
TIP AMT: **$___.___**

TOTAL AMT: **$___.___**

Tip Sugg. 1: 10% 6.09
Tip Sugg. 2: 15% 9.14
Tip Sugg. 3: 18% 10.97

Resp: Approved
Code: 123456789

Refunds accepted with receipt
www.abcstore.com

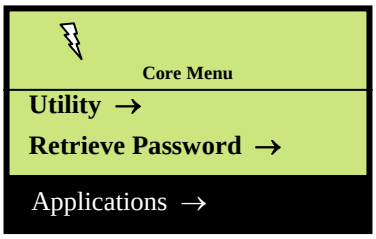
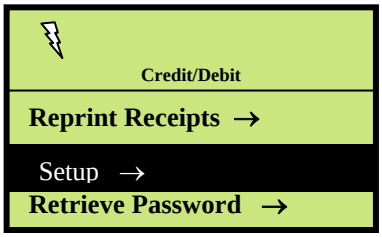
CUSTOMER COPY

AUTOMATIC TIP

The terminal will automatically add a tip percentage to a transaction that exceeds a preconfigured threshold # of guests in a party. Use the chart below to configure the automatic tip thresholds.

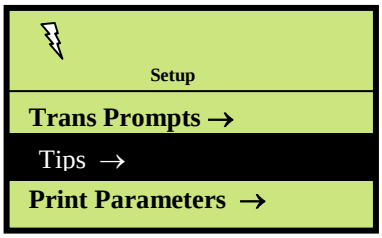
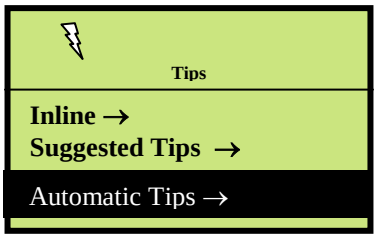
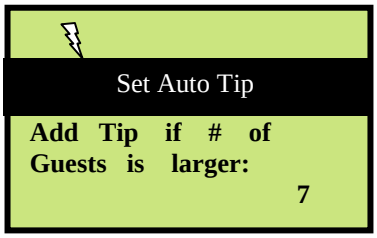
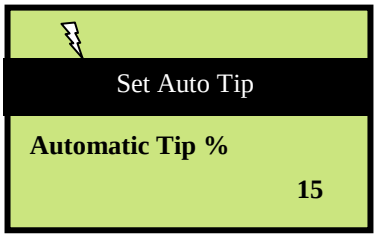
Important Note: After Automatic Tip is configured it is necessary to enable the transaction prompt for # of Guests. For steps on enabling transaction prompts see Restaurant Transaction Prompts in this document.

Example: ABC Restaurant configured their Dejavoo terminal for automatic tip to accommodate their "large party" policy which is: *15% GRATUITY IS ADDED FOR ALL PARTIES OF 8 OR MORE.*

Step	Action	Display
1.	From the idle prompt press the ENTER key to access the Core Menu.	
2.	Press the up ▲ arrow to highlight APPLICATIONS. Press the Green ENTER key to select.	
3.	Press the Green ENTER key to select CREDIT/DEBIT.	
4.	Use the up ▲ arrow key to highlight the option for SETUP. Press the Green ENTER key to select.	

Continued on next page

AUTOMATIC TIP, CONTINUED

Step	Action	Display
5.	Use the up ▲ arrow key to highlight the option for TIPS. Press the Green ENTER key to select.	
6.	Use the down ▼ arrow key to highlight the option for AUTOMATIC TIPS. Press the Green ENTER key to select.	
7.	Use the numeric keypad to input the threshold for the maximum number of guests in a party before the automatic tip will be added. Press the Green ENTER key. *Ie: If you input 7 – the terminal will add tip for 8 or more guests automatically.*	
8.	Use the numeric keypad to input the desired percentage to automatically charge when the # of guests threshold is exceeded. Press the Green ENTER key. *Ie: If you set the # of guest threshold to 7 and the tip percentage at 15% – the terminal will add 15% tip automatically for parties of 8 or more.*	
9.	The terminal returns to the TIP menu.	

RECEIPT EXAMPLE: AUTOMATIC TIP

MERCHANT COPY

ABC STORE
4534 Any Street
Somewhere, NY 111111
(555)-777-8888

– – – – – – – – – – – – – – – – –

04/07/07 09:00
Trans #:1 Batch #:1

S A L E

Acct: **********5555
Type: VISA
Entry: Card Swiped
Server (2): Lisa
Guests: 8
GRATUITY 15%: 24.61
BASE AMT: $164.38
AMOUNT: **$188.99**

TIP AMT: **$___.___**

TOTAL AMT: **$___.___**

Resp: Approved
Code: 123456789

(Disclaimer here)

X_____
Customer Name

MERCHANT COPY

CUSTOMER COPY

ABC STORE
4534 Any Street
Somewhere, NY 111111
(555)-777-8888

– – – – – – – – – – – – – – – – –

04/07/07 09:00
Trans #:1 Batch #:1

S A L E

Acct: **********5555
Type: VISA
Entry: Card Swiped
Server (2): Lisa
Guests: 8
GRATUITY 15%: 24.61
BASE AMT: $164.38
AMOUNT: **$188.99**

TIP AMT: **$___.___**

TOTAL AMT: **$___.___**

Resp: Approved
Code: 123456789

Refunds accepted with receipt
www.abcstore.com

CUSTOMER COPY

RESTAURANT TRANSACTION PROMPTS

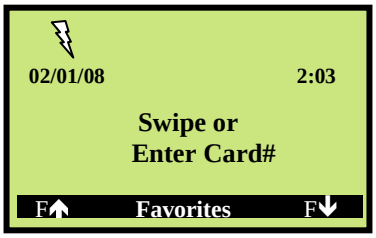
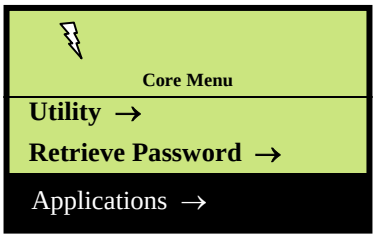
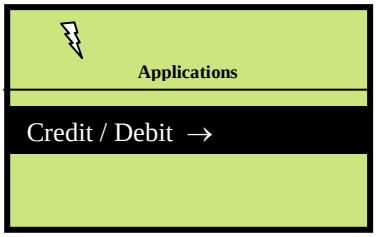
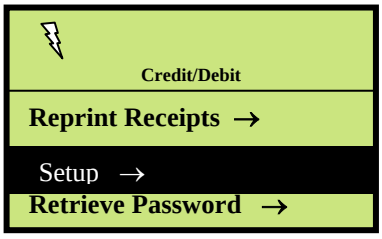
The Transaction Prompts menu option allows the user to disable and enable Industry specific prompts during the transaction. Restaurant Specific Options Include:

■ Server ID ■ Configure Personnel ■ Table # ■ # of Guests

Note: (1) If prompts are turned off information specific to that prompt will not be captured and not be available on reports. For example, if you wish to capture Table #'s on reports you will first need to enable the Table # transaction prompt.

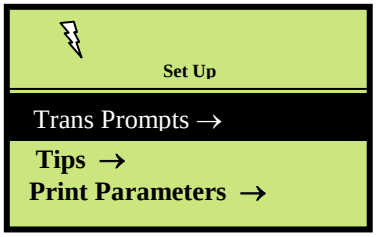
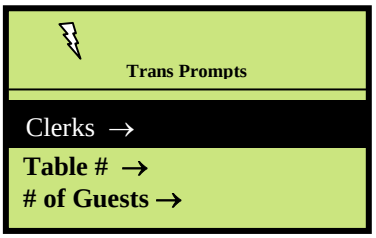
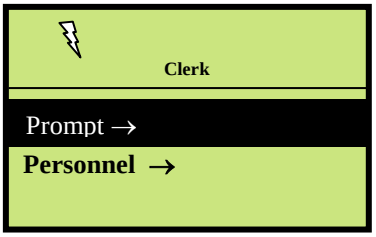
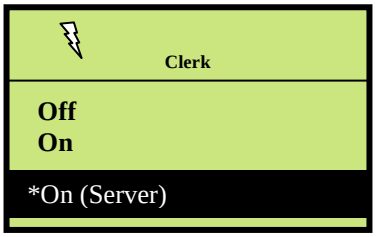
SERVER ID

Use the chart below to enable or disable the Server ID prompt during a transaction. To associate the Servers name to their ID and have it appear on reports and receipts, see Configure Server Name in this document.

Step	Action	Display
1.	From the idle prompt press the ENTER key to access the Core Menu.	
2.	From the Core Main Menu Press the up ▲ arrow to highlight APPLICATIONS. Press the Green ENTER key to select.	
3.	Use the arrow keys to highlight CREDIT/DEBIT application. Press the Green ENTER key to select.	
4.	Use the up ▲ arrow key to highlight the option for SETUP. Press the Green ENTER key to select.	

Continued on next page

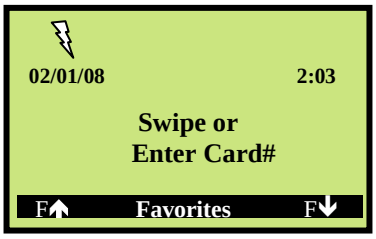
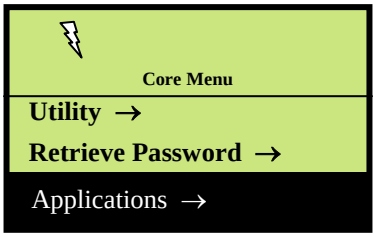
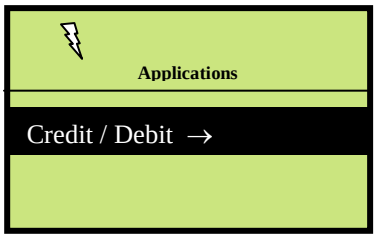
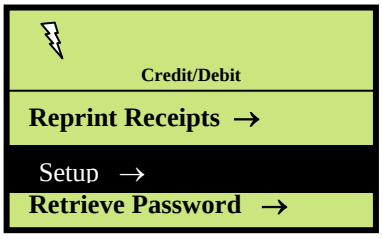
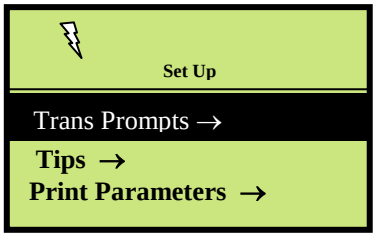
SERVER ID, CONTINUED

Step	Action	Display
5.	Use the up▲ arrow key to highlight the option for TRANSACTION PROMPTS. Press the Green ENTER key to select.	
6.	Press the Green ENTER key to select CLERKS.	
7.	Press the Green ENTER key to select PROMPT.	
8.	Use the down▼ arrow key to highlight On (Server) to prompt for Server ID during the transaction. Press the Green ENTER key to select.	
9.	Transaction Prompt Server ID has been configured, the terminal returns to the Trans Prompts Menu.	

CONFIGURE PERSONNEL

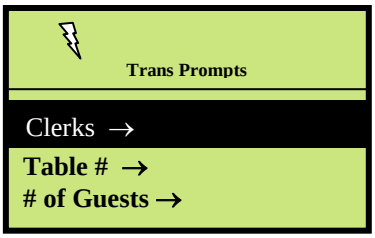
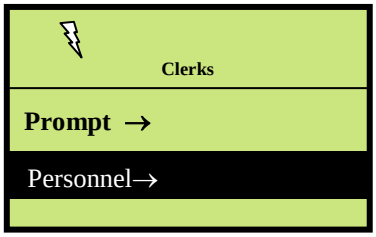
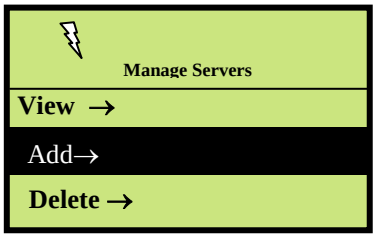
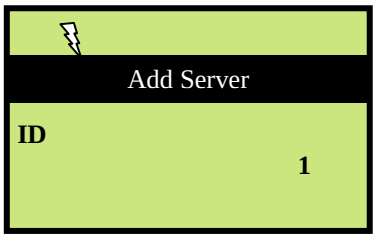
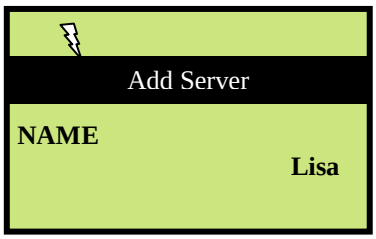
The Personnel option is used to configure a persons name to their individual Server ID. This configuration provides name identification on reports and receipts for each employee using the terminal.

For Example: The merchant wants to print a daily report sorted by each Server's name – because they had previously enable the prompt for Server ID and configured Personnel options the report prints showing each Server's Name.
i.e.: Clerk: (1) Lisa

Step	Action	Display
1.	From the idle prompt press the ENTER key to access the Core Menu.	
2.	From the Core Main Menu Press the up ▲ arrow to highlight APPLICATIONS. Press the Green ENTER key to select.	
3.	Use the arrow keys to highlight CREDIT/DEBIT application. Press the Green ENTER key to select.	
4.	Use the up ▲ arrow key to highlight the option for SETUP. Press the Green ENTER key to select.	
5.	Use the up▲ arrow key to highlight the option for TRANSACTION PROMPTS. Press the Green ENTER key to select.	

Continued on next page

CONFIGURE PERSONNEL, CONTINUED

Step	Action	Display
6.	Press the Green ENTER key to select CLERKS.	
7.	Press the Green ENTER key to select PERSONNEL.	
8.	Press the down ▼ arrow key to highlight ADD. Press the green ENTER key to select.	
9.	Using the keypad input the unique Number for this Server, Clerk or Employee. Press ENTER to continue	
10.	Using a multi-tap method input the persons name associated with the ID # from Step 9. Then press ENTER. Note: find the right letter on the keypad then press that key until the correct letter cycles. Repeat until desired name is visible on the display.	
11.	Personnel has been configured, the terminal returns to the Transaction Prompts Menu.	

TABLE

Use the chart below to enable or disable the Table # prompt during a transaction.

For Example: The merchant wants to print a daily report sorted by Table # so they can identify which sections of their restaurant generates greater revenue – because they had previously enabled the transaction prompt for Table # the merchant is able to print report transaction data sorted by Table #.
i.e.: Table #: 6

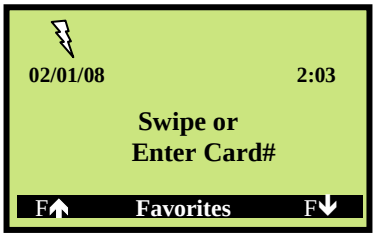
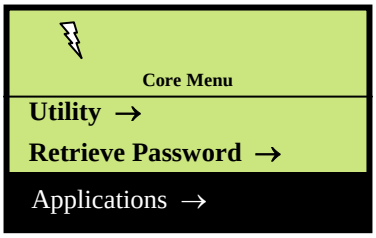
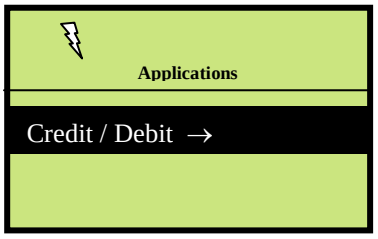
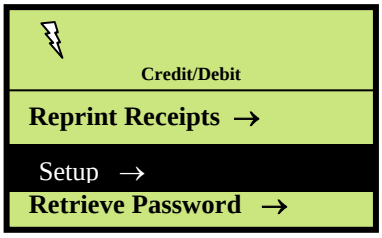
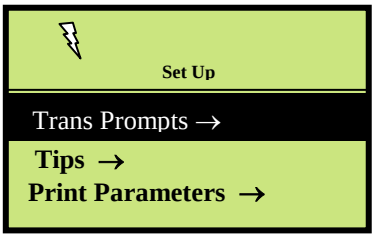
Step	Action	Display
1.	From the idle prompt press the ENTER key to access the Core Menu.	
2.	From the Core Main Menu Press the up ▲ arrow to highlight APPLICATIONS. Press the Green ENTER key to select.	
3.	Use the arrow keys to highlight CREDIT/DEBIT application. Press the Green ENTER key to select.	
4.	Use the up ▲ arrow key to highlight the option for SETUP. Press the Green ENTER key to select.	
5.	Use the up▲ arrow key to highlight the option for TRANSACTION PROMPTS. Press the Green ENTER key to select.	

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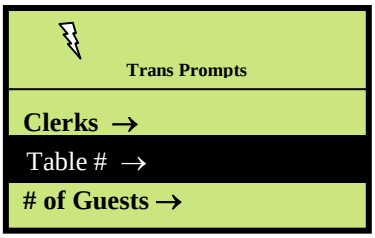
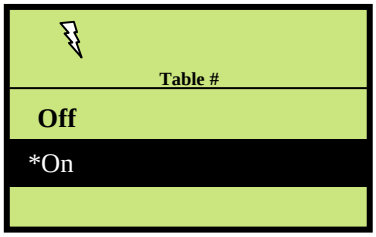
TABLE #, CONTINUED

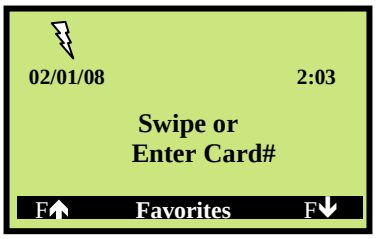
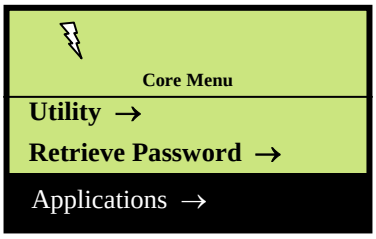
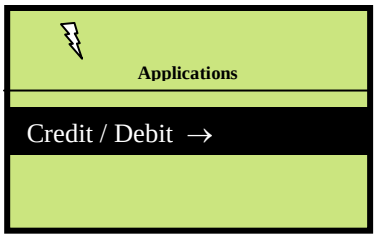
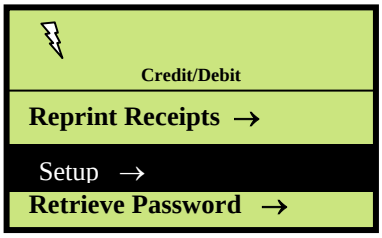
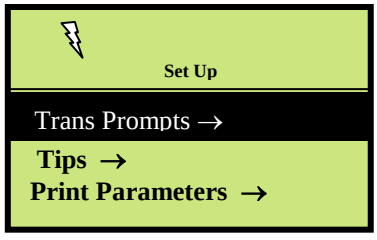
Step	Action	Display
6.	Press the Green ENTER key to select TABLE #.	
7.	Use the down ▼ arrow key to highlight the option for ON. Press the Green ENTER key to select.	
8.	The Transaction Prompt Table # has been configured, the terminal returns to the previous Menu.	

OF GUESTS

Use the chart below to enable or disable the # of Guest prompt during a transaction.

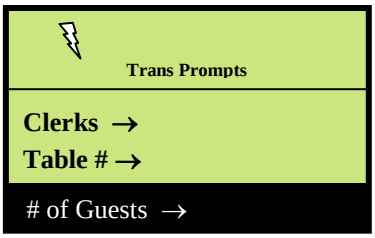
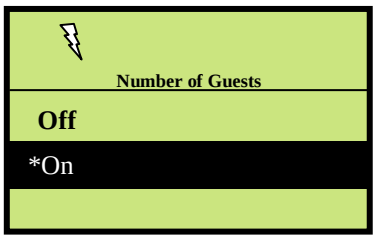
Note: The # of Guest transaction prompt allows the merchant to track how many guests dine in the restaurant. If the merchant enables Table # and # of Guests it allows the merchant to effectively track sections of their restaurant.

** THIS PROMPT MUST BE ENABLED TO USE THE AUTOMATIC TIP FEATURE. FOR MORE INFORMATION SEE AUTOMATIC TIP IN THIS DOCUMENT.*

Step	Action	Display
1.	From the idle prompt press the ENTER key to access the Core Menu.	
2.	From the Core Main Menu Press the up ▲ arrow to highlight APPLICATIONS. Press the Green ENTER key to select.	
3.	Press ENTER to select CREDIT/DEBIT.	
4.	Use the up ▲ arrow key to highlight the option for SETUP. Press the Green ENTER key to select.	
5.	Use the up▲ arrow key to highlight the option for TRANSACTION PROMPTS. Press the Green ENTER key to select.	

Continued on next page

TABLE #, CONTINUED

Step	Action	Display
6.	Use the down ▼ arrow key to highlight the option for # OF GUESTS. Press the Green ENTER key to select.	
7.	Use the down ▼ arrow key to highlight the option for ON. Press the Green ENTER key to select.	
8.	The Transaction Prompt # of Guests has been configured, the terminal returns to the previous Menu.	

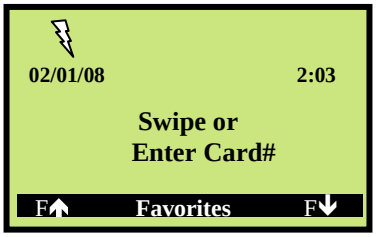
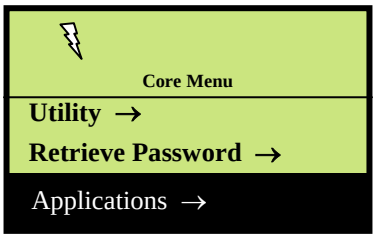
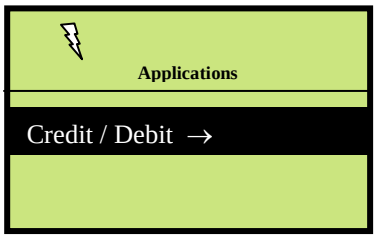
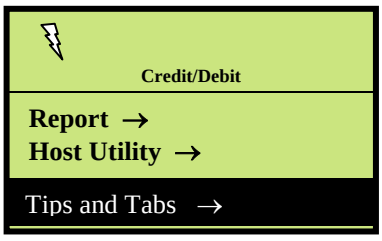
TAB MANAGEMENT

The Tab Management options are used to Open and Close tabs in the current batch.

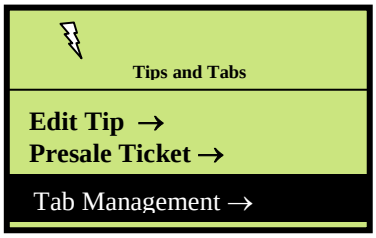
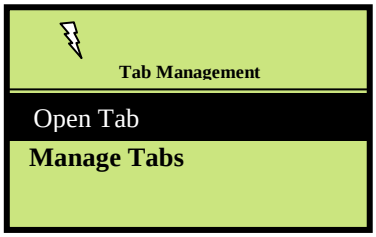
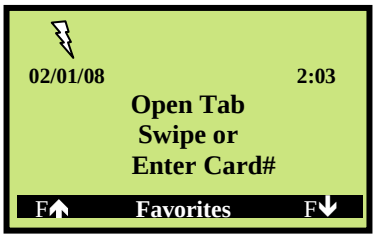
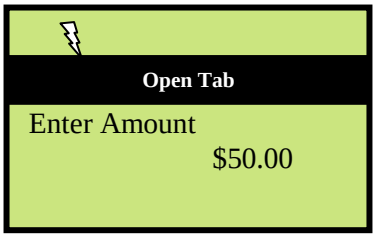
Tip: Tabs are most often used in a Restaurant/Bar location.

OPEN BAR TAB

Use the chart below to initiate opening a Bar Tab. To close the tab see CLOSE BAR TAB in this document. To add tips to a tab transaction see EDIT TIPS in this document.

Step	Action	Display
1.	From the idle prompt press the ENTER key to access the Core Menu.	
2.	From the Core Main Menu Press the up ▲ arrow to highlight APPLICATIONS. Press the Green ENTER key to select.	
3.	Press ENTER to select CREDIT/DEBIT.	
4.	Use the down ▼ arrow key to highlight the option for TIPS and TABS. Press the Green ENTER key to select.	

OPEN BAR TAB, CONTINUED

Step	Action	Display
5.	Use the down ▼ arrow key to highlight the option for TAB MANAGEMENT. Press the Green ENTER key to select.	
6.	Press ENTER to select Open Tab.	
7.	The terminal returns to an OPEN TAB idle prompt. Swipe the credit card the tab is to be opened on.	
8.	Input the open tab amount then press ENTER.	
9.	The terminal communicates out for approval, opens the tab and prints a merchant receipt.	

RESTAURANT RECEIPT – OPEN BAR TAB

ABC STORE
4534 Any Street
Somewhere, NY 111111
(555)-777-8888

_ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _

04/07/07 09:00
Trans #:1 Batch #:1
Server #: (4) Lucy

AUTHORIZATION ONLY

Acct: **********5555
Type: VISA
Entry: Card Swiped

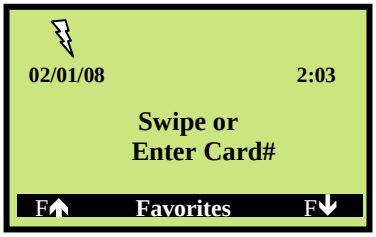
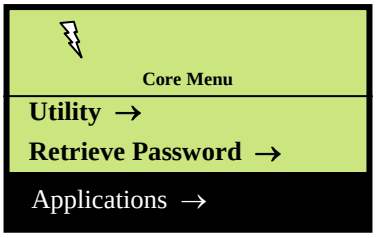
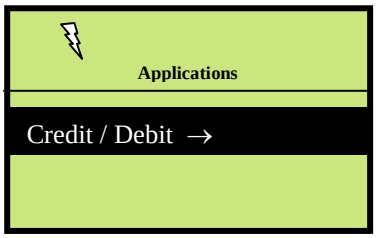
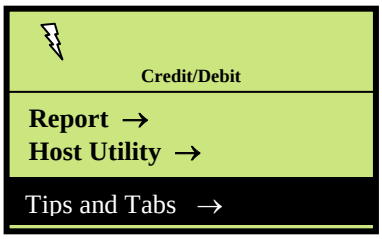
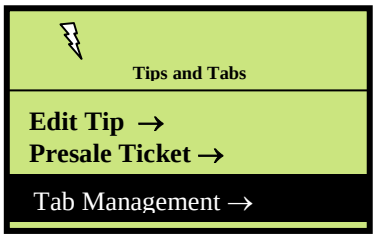
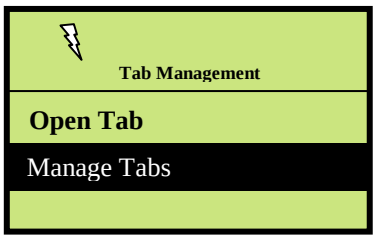
AMOUNT: **$50.00**

Resp: Approved
Code: 123456

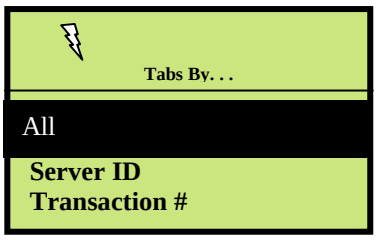
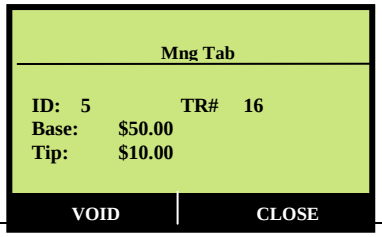
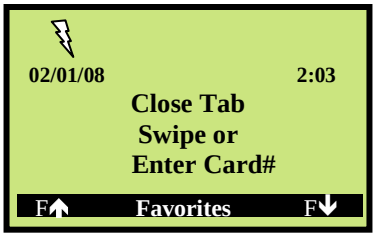
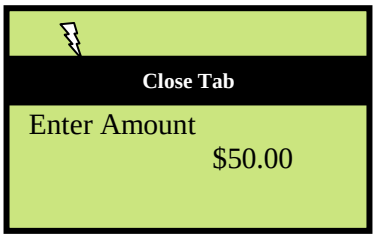
MERCHANT COPY

CLOSE BAR TAB

Use the chart below to initiate closing a Bar Tab. To learn how to open a tab see OPEN BAR TAB in this document. To add tips to a tab transaction see EDIT TIPS in this document.

Step	Action	Display
1.	From the idle prompt press the ENTER key to access the Core Menu.	
2.	From the Core Main Menu Press the up ▲ arrow to highlight APPLICATIONS. Press the Green ENTER key to select.	
3.	Press ENTER to select CREDIT/DEBIT.	
4.	Use the down ▼ arrow key to highlight the option for TIPS and TABS. Press the Green ENTER key to select.	
5.	Use the down ▼ arrow key to highlight the option for TAB MANAGEMENT. Press the Green ENTER key to select.	
6.	Use the down ▼ arrow key to highlight the option for MANAGE TABS. Press the Green ENTER key to select.	

CLOSE BAR TAB, CONTINUED

<table>
<tr><th>Step</th><th>Action</th><th>Display</th></tr>
<tr><td>7.</td><td>
<table>
<tr><th>To</th><th>Then</th></tr>
<tr><td>Search All Transactions</td><td>Highlight ALL and press ENTER</td></tr>
<tr><td>Search by Server ID</td><td>Highlight SERVER ID and press ENTER</td></tr>
<tr><td>Search by Transaction #</td><td>Highlight TRANSACTION # and press ENTER</td></tr>
<tr><td>Search by Last 4 Digits of Card</td><td>Highlight LAST 4 DIGITS and press ENTER</td></tr>
</table>
</td><td> 
</td></tr>
<tr><td>8.</td><td>
<table>
<tr><th>For Magic</th><th>For V Series</th></tr>
<tr><td>Press the down ▼ arrow key to select CLOSE</td><td>Press the F4 key to select CLOSE</td></tr>
</table>
</td><td> 
</td></tr>
<tr><td>9.</td><td>The terminal returns to a CLOSE TAB idle prompt.
Swipe the credit card used to originally open the tab so that the tab can now be closed.</td><td> 
</td></tr>
<tr><td>10.</td><td>Input the amount the tab is to be closed for then press ENTER.</td><td> 
</td></tr>
<tr><td>11.</td><td colspan="2">The terminal communicates out for approval, closes the tab and prints a merchant receipt.</td></tr>
</table>

RESTAURANT RECEIPT – CLOSE BAR TAB

MERCHANT COPY

ABC STORE
4534 Any Street
Somewhere, NY 111111
(555)-777-8888

_ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _

04/07/07 09:00
Trans #:1 Batch #:1
Server: (4) Lucy

Ticket Only

Acct: **********5555
Type: VISA
Entry: Card Swiped

AMOUNT: $44.99

TIP AMT: **$___.___**

TOTAL AMT: **$___.___**

POST AUTH
Code: 123456

(Disclaimer here)

X_____
Customer Name

MERCHANT COPY

CUSTOMER COPY

ABC STORE
4534 Any Street
Somewhere, NY 111111
(555)-777-8888

- - - - - - - - - - - - - - - - - - - -

04/07/07 09:00
Trans #:1 Batch #:1
Invoice #: 105
Clerk #: 4

Ticket Only

Acct: **********5555
Type: VISA
Entry: Card Swiped4\

AMOUNT: $44.99

TIP AMT: **$___.___**

TOTAL AMT: **$___.___**

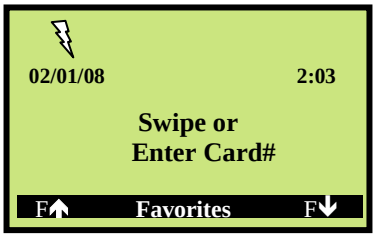
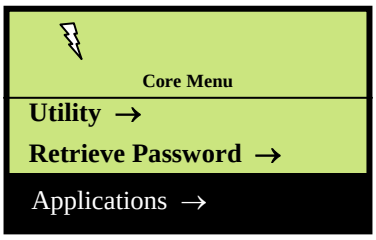
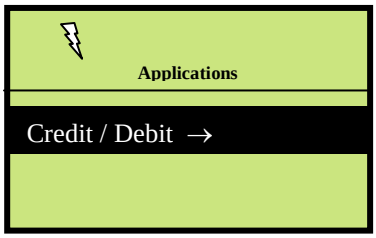
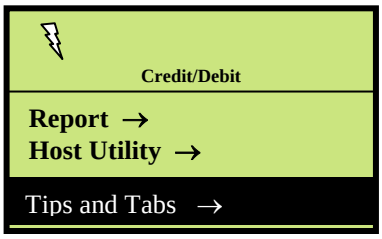
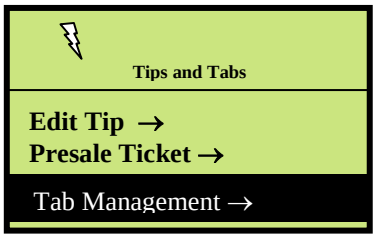
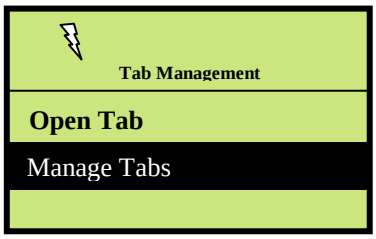
POST AUTH
Code: 123456

Refunds accepted with receipt
www.abcstore.com

CUSTOMER COPY

VOID OPEN BAR TAB

Use the chart below to void a Bar Tab that has previously been opened but not yet closed.

Step	Action	Display
1.	From the idle prompt press the ENTER key to access the Core Menu.	
2.	From the Core Main Menu Press the up ▲ arrow to highlight APPLICATIONS. Press the Green ENTER key to select.	
3.	Press ENTER to select CREDIT/DEBIT.	
4.	Use the down ▼ arrow key to highlight the option for TIPS and TABS. Press the Green ENTER key to select.	
5.	Use the down ▼ arrow key to highlight the option for TAB MANAGEMENT. Press the Green ENTER key to select.	
6.	Use the down ▼ arrow key to highlight the option for MANAGE TABS. Press the Green ENTER key to select.	

<table>
<tr><th>Step</th><th>Action</th><th>Display</th></tr>
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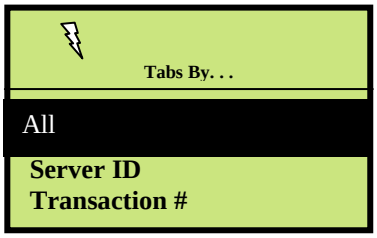
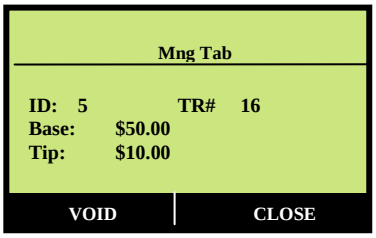
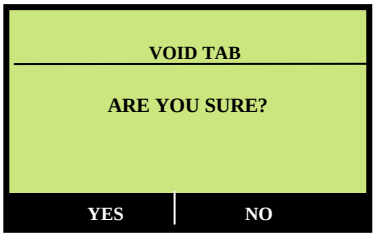
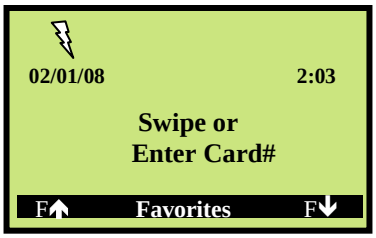
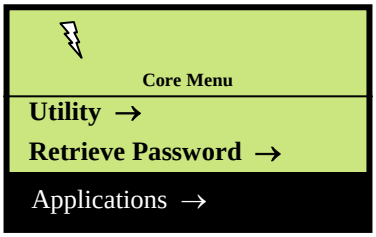
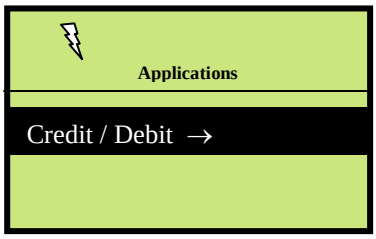
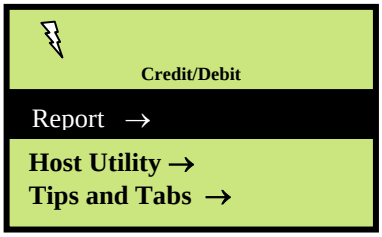
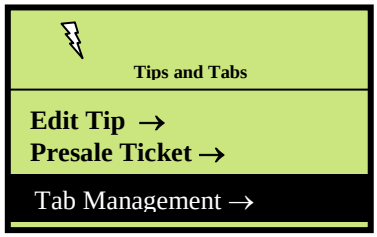
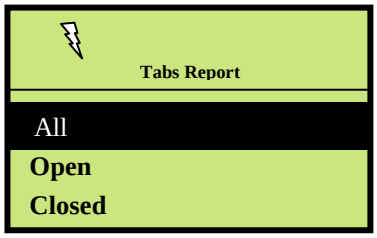
</table>
</td><td> 
</td></tr>
<tr><td>8.</td><td>
<table>
<tr><th>For Magic</th><th>For V Series</th></tr>
<tr><td>Press the up ▲ arrow key to select VOID</td><td>Press the F2 Key to select VOID</td></tr>
</table>
</td><td> 
</td></tr>
<tr><td>9.</td><td>
<table>
<tr><th>For Magic</th><th>For V Series</th></tr>
<tr><td>Press the up ▲ arrow key to select YES</td><td>Press the F2 key to select YES</td></tr>
</table>
</td><td> 
</td></tr>
<tr><td>10.</td><td colspan="2">The terminal displays “TAB VOIDED” and returns to the manage tabs menu.</td></tr>
</table>

TAB REPORT

Use the chart below to print a report showing TAB transaction data.

Step	Action	Display
1.	From the idle prompt press the ENTER key to access the Core Menu.	
2.	From the Core Main Menu Press the up ▲ arrow to highlight APPLICATIONS. Press the Green ENTER key to select.	
3.	Press ENTER to select CREDIT/DEBIT.	
4.	Use the down ▼ arrow key to highlight the option for REPORT. Press the Green ENTER key to select.	
5.	Use the down ▼ arrow key to highlight the option for TABS REPORT. Press the Green ENTER key to select.	

<table>
<tr><th>Step</th><th>Action</th><th>Display</th></tr>
<tr><td>6.</td><td>
<table>
<tr><th>To</th><th>Then</th></tr>
<tr><td>Print for ALL Transactions</td><td>Press ENTER to select ALL</td></tr>
<tr><td>Print for OPEN Transactions only</td><td>Highlight OPEN then press ENTER</td></tr>
<tr><td>Print for CLOSED transactions only</td><td>Highlight CLOSED then press ENTER</td></tr>
</table>
</td><td> 
</td></tr>
<tr><td>7.</td><td colspan="2">Tabs report prints, terminal returns to the Tabs Report menu.</td></tr>
</table>

RESTAURANT REPORT – TABS REPORT

MY BUSINESS
123 MAIN ST.
ANYTOWN, NY 11111
1-800-555-1212

Tab Report - ALL

08/01/2007 13:09:00

Terminal Number:
Merchant Number:
Batch Number:

CLOSED TAB:

Open Amount:	**$70.00**
Base Amount:	**$48.00**
Tip Amount:	$10.00
Closed Aount:	$58.00
Server:	Lucy
Transaction #:	4
Trans. Date:	08/01/07
Trans. Time:	15:27
Entry:	Swipe
Acc:	5454
Resp:	1234567890

OPEN TAB:

Open Amount:	**$50.00**
Server:	Lucy
Transaction #:	4
Trans. Date:	08/01/07
Trans. Time:	15:27
Entry:	Swipe
Acc:	5454
Resp:	1234567890

****

Total Records:	2
Open Amount:	120.00
Base Amount:	48.00

End of Report

Credit/Debit

Retail Quick Reference Guide

These steps have been provided as a guide for assistance. Your Dejavoo payment terminal is equipped with Event Driven software; The terminal will automatically choose the appropriate application based upon the swipe or entry of a card number.

Dējavoo™ Systems

Rethinking Transactions.

CREDIT CARD SALE

1. Swipe Credit Card OR Manually Enter Card
2. Press the ↓ arrow to select CREDIT
3. Input the $ amount of the sale
   - If AVS is on, input AVS information
4. Press the green ENTER button
5. Terminal communicates with the Host
6. Receipts Print STOP

DEBIT CARD SALE

1. Swipe Debit Card
2. Press the ↑ arrow to select DEBIT
3. Input $ amount of the sale
4. Press the green ENTER button
5. Customer Inputs PIN # on the PIN Pad
6. Press the green ENTER button
7. Terminal communicates with the Host
8. Receipts Print STOP

SETTLING THE CURRENT BATCH

1. From the idle prompt Press green ENTER button
2. Press the ↑ arrow to highlight Applications
3. Press the green ENTER button twice
4. Press the ↓ arrow twice to highlight Host Utility
5. Press the green ENTER button three times
6. Terminal communicates with the Host
7. Reports Print STOP

VOID CREDIT TRANSACTION

1. Swipe Credit Card OR Manually Enter Card
2. Press the ↓ arrow to select CREDIT
3. Press the ↓ arrow twice for VOID
4. Input the exact $ amount to be Voided
5. Press the green ENTER button
6. Press the ↑ arrow to select OK
7. Terminal communicates with the Host
8. Receipt Prints STOP

TICKET ONLY SALE

1. Swipe Credit Card OR Manually Enter Card
2. Press the ↓ arrow to select CREDIT
3. Press the↑ arrow once for TICKET
4. Input $ amount of the ticket
5. Press the green ENTER button
6. Input previously obtained auth code
7. Press the green ENTER button
8. Receipts Print STOP

AUTHORIZATION ONLY

1. Swipe Credit Card OR Manually Enter Card
2. Press the ↓ arrow to select CREDIT
3. Press the ↑ arrow twice for AUTHORIZATION
4. Input the $ amount to be authorized
5. Press the green ENTER button
6. Terminal communicates with the Host
7. Receipt Prints STOP

Credit/Debit

Retail Quick Reference Guide

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VALUE ADDED SERVICES

1. From idle Press the green ENTER button
2. Press the ↑ arrow to highlight Applications
3. Press the green ENTER button to select
4. Press ENTER on Credit/Debit
5. Press ↓ arrow twice to highlight Host Utility
6. Press ↓ arrow twice to highlight Value Added Srv
7. Press ENTER on Manual Request
8. Report Prints STOP

ON SCREEN HELP

For Immediate assistance with all the Terminal Functions, simply Press the Double Zero (00) on your Dejavoo keypad for Magic Terminals 00

or

Press the Dot key for V Series Terminals •

The Help will appear on the Terminal Display to assist with explanations/ next steps

Press the RED X Key to exit help

MY FAVORITES

Adding Favorites

1. Press the ★key or ⬆ on any menu item
2. Press the ↑ arrow or F2 to select YES
3. Highlight the hotkey option to assign favorite to
4. Press the green ENTER button STOP

Managing Favorites

1. Press the green ENTER button
2. Press ↓ arrow 3Xs to highlight Utility & Press ENTER
3. Input the Security Password & Press ENTER
4. Press ↓ arrow 3Xs to Favorites & Press ENTER
5. Select desired option & Press ENTER STOP

Accessing Favorites

1. Press the middle "favorites" button or F3
2. Highlight option from list & press ENTER STOP

PRINT DAILY REPORT

1. From idle Press the green ENTER button
2. Press the ↑ arrow to highlight Applications
3. Press the green ENTER button to select
4. Press ENTER on Credit/Debit
5. Press the ↓ arrow to highlight Report
6. Press the green ENTER button twice
7. Report Prints STOP

RETURN TRANSACTION

1. Swipe Debit or Credit Card
2. Press the arrows ↑ ↓ to select Credit or Debit
3. Press the ↓ arrow once for RETURN
4. Input $ amount of the Return
5. Press the green ENTER button
6. *Terminal communicates with the Host
7. Receipts Print STOP

*Denotes: Dependant on capture type

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Restaurant Quick Reference Guide

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Dējavoo™ Systems

Rethinking Transactions.

CREDIT CARD SALE

1. Swipe Credit Card OR Manually Enter Card
2. Press the ↓ arrow to select CREDIT
3. Input Server ID
4. Press the green ENTER button
5. Input the $ amount of the sale
6. Press the green ENTER button
7. Terminal communicates with the Host
8. Receipts Print STOP

SUGGESTED TIPS

1. From the idle prompt Press green ENTER button
2. Press the ↑ arrow to highlight Applications
3. Press the green ENTER button twice
4. Press the ↑ arrow twice then ENTER on Setup
5. Press the ↑ arrow twice. Press ENTER on Tips
6. Press the ↑ arrow to highlight Suggested Tips.
7. Press the ENTER button
8. Press the ↓ arrow to Line # , Input desired Tip %
9. Press the green ENTER button.
10. Repeat steps for Line # 2 and # 3 if needed. STOP

SETTLING THE CURRENT BATCH

1. From the idle prompt Press green ENTER button
2. Press the ↑ arrow to highlight Applications
3. Press the green ENTER button twice
4. Press the ↓ arrow twice to highlight Host Utility
5. Press the green ENTER button three times
6. Terminal communicates with the Host
7. Reports Print STOP

VOID CREDIT TRANSACTION

1. Swipe Credit Card OR Manually Enter Card
2. Press the ↓ arrow to select CREDIT
3. Press the ↓ arrow twice for VOID
4. Input the exact $ amount to be Voided
5. Press the green ENTER button
6. Press the ↑ arrow to select OK
7. Terminal communicates with the Host
8. Receipt Prints STOP

TICKET ONLY SALE

1. Swipe Credit Card OR Manually Enter Card
2. Press the ↓ arrow to select CREDIT
3. Press the↑ arrow once for TICKET
4. Input $ amount of the ticket
5. Press the green ENTER button
6. Input previously obtained auth code
7. Press the green ENTER button
8. Receipts Print STOP

AUTHORIZATION ONLY

1. Swipe Credit Card OR Manually Enter Card
2. Press the ↓ arrow to select CREDIT
3. Press the ↑ arrow twice for AUTHORIZATION
4. Input the $ amount to be authorized
5. Press the green ENTER button
6. Terminal communicates with the Host
7. Receipt Prints STOP

Credit/Debit

Restaurant Quick Reference Guide

These steps have been provided as a guide for assistance with your Dejavoo Payment Device.

VALUE ADDED SERVICES

1. From the idle prompt Press the green ENTER button
2. Press the ↑ arrow to highlight Applications
3. Press the green ENTER button to select
4. Press ENTER on Credit/Debit
5. Press ↓ arrow twice to highlight Host Utility
6. Press ↓ arrow twice to highlight Value Added Srv
7. Press ENTER on Manual Request
8. Report Prints STOP

MY FAVORITES

Adding Favorites

1. Press the ★key or ⬆ on any menu item
2. Press the ↑ arrow or F2 to select YES
3. Highlight the hotkey option to assign favorite to
4. Press the green ENTER button STOP

Accessing Favorites

1. Press the middle "favorites" button or F3
2. Highlight option from list & press ENTER STOP

ON SCREEN HELP

For Immediate assistance with all the Terminal Functions, simply Press the Double Zero (00) on your Dejavoo keypad for Magic Terminals 00

or

Press the Dot key for V Series Terminals •

The Help will appear on the Terminal Display to assist with explanations/ next steps

Press the RED X Key to exit help

TURN SERVER PROMPT ON/OFF

1. From the idle prompt Press the green ENTER button
2. Press the ↑ arrow to highlight Applications
3. Press the green ENTER button twice
4. Press ↑ arrow twice. Press ENTER on Setup
5. Press ↓ arrow 3x's. Press ENTER on Trans Prompts
6. Press ENTER on Clerks
7. Press ENTER on Prompt
8. Press the arrows ↑ ↓ to make selection
9. Press the green ENTER button to select STOP

RETURN TRANSACTION

1. Swipe Debit or Credit Card
2. Press the arrows ↑ ↓ to select Credit or Debit
3. Press the ↓ arrow once for RETURN
4. Input $ amount of the Return
5. Press the green ENTER button
6. *Terminal communicates with the Host
7. Receipts Print STOP

*Denotes: Dependant on capture type

EDIT TIP

1. From the idle prompt Press the green ENTER button
2. Press the ↑ arrow to highlight Applications
3. Press the green ENTER twice
4. Highlight Tips and Tabs. Press ENTER twice
5. Press arrow ↓ to select Untipped. Press ENTER
6. Press the arrow ↓ to select "Add Tip By" method
7. Input the transaction specific info and press ENTER
8. Input $ amount of Tip to be added. Press ENTER
9. Press the ↑ arrow (For Magic) or F2 Key (for V Series) to select Yes to confirm STOP

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Credit/Debit

COUNTERTOP V5, V8, V8 PLUS

Restaurant Quick Reference Guide – V Series

Dējavoo℠ Systems

Rethinking Transactions.

Press and hold the F1 F1 Key to power on your terminal.

Your Dejavoo payment terminal is equipped with Event Driven software; The terminal will automatically choose the appropriate application based upon the swipe or entry of a card number.

CREDIT CARD SALE

1. **Swipe Credit Card** OR Manually Enter Card
2. If prompted Select CREDIT
3. **Input Server ID**
4. **Press** the green **ENTER** button
5. **Input** the **$ amount** of the sale
6. **Press** the green **ENTER** button
7. Terminal communicates with the Host
8. Receipts Print STOP

SUGGESTED TIPS

1. From the idle prompt **Press** green **ENTER** button
2. **Press** ▲ **twice** to highlight **Applications**
3. **Press** the green **ENTER** button twice
4. **Press** ▲ **twice then Press ENTER on Setup**
5. **Press** ▲ **twice. Press ENTER on Tips**
6. **Press** ▲ to highlight **Suggested Tips.**
7. Press the **ENTER** button
8. **Press** ▼ to highlight Line #, Input desired Tip %
9. **Press** the green **ENTER** button.
10. **Repeat** steps for **Line # 2** and **# 3** if needed. STOP

SETTLING THE CURRENT BATCH

1. From the idle prompt **Press** green **ENTER** button
2. **Press** the green **ENTER** button twice
3. Input password if prompted
4. Terminal communicates with the Host
5. Reports Print STOP

VOID CREDIT TRANSACTION

1. **Swipe Credit Card** OR Manually Enter Card
2. If prompted Select CREDIT
3. **Press** ▼ **twice** until Display says **VOID**
4. **Input** the exact $ **amount** to be Voided
5. **Press** the green **ENTER** button
6. **Press** F2 to select OK
7. Terminal communicates with the Host
8. Receipt Prints STOP

TICKET ONLY SALE

1. **Swipe Credit Card** OR Manually Enter Card
2. If prompted Select CREDIT
3. **Press** ▲ **once** until Display says **TICKET**
4. **Input $ amount** of the ticket
5. **Press** the green **ENTER** button
6. **Input** previously obtained **auth code**
7. **Press** the green **ENTER** button
8. Receipts Print STOP

AUTHORIZATION ONLY

1. **Swipe Credit Card** OR Manually Enter Card
2. If prompted Select CREDIT
3. **Press** ▲ **twice** Display says **AUTHORIZATION**
4. **Input** the $ **amount** to be authorized
5. **Press** the green **ENTER** button
6. Terminal communicates with the Host
7. Receipt Prints STOP

Credit/Debit

COUNTERTOP V5, V8, V8 PLUS

Restaurant Quick Reference Guide – V Series

These steps have been provided as a guide for assistance with your Dejavoo Payment Device.

REPRINT RECEIPT COPY

1. From idle **Press** the green **ENTER** button
2. **Press** ▲ **2 times** to highlight **APPLICATIONS**
3. **Press** the green **ENTER** button **2 times.**
4. **Press** ▼ **3 times for REPRINT RECEIPT**
5. **Press** the green **ENTER** button
6. **Select** desired **option** & **Press ENTER**
7. Receipt Prints STOP

MY FAVORITES

Adding Favorites

1. **Press** ⇧ on any menu item
2. **Press** F2 F2 to select YES
3. Highlight the hotkey option to assign favorite to
4. **Press** the green **ENTER** button STOP

Accessing Favorites

1. **Press** the F3 **F3** "favorites" **button**
2. **Highlight option** from list & press **ENTER** STOP

ON SCREEN HELP

For Immediate assistance with all the Terminal Functions, simply P**ress** the Press the **Dot** key on your terminal keypad

●

The **Help** will appear on the Terminal Display to assist with explanations/ next steps

Press the **RED X** Key to exit help

TURN SERVER PROMPT ON/OFF

1. From the idle prompt **Press** the green **ENTER** button
2. **Press** ▲ **2 times** to highlight **Applications**
3. **Press** the green **ENTER** button twice
4. **Press** ▲ **2 times** then **Press ENTER** on **Setup**
5. Press ▼ **3 times. Press ENTER on Trans Prompts**
6. **Press ENTER on Clerks**
7. Press **ENTER** on **Prompt**
8. **Press** the ▲ ▼ to make selection
9. **Press** the green **ENTER** button to select STOP

RETURN TRANSACTION

1. **Swipe** Debit or Credit **Card**
2. If prompted Select CREDIT
3. **Press** ▼ **1 Time** until Display says **RETURN**
4. **Input $ amount** of the Return
5. **Press** the green **ENTER** button
6. *Terminal communicates with the Host
7. Receipts Print STOP

*Denotes: Dependant on capture type

EDIT TIP

1. From the idle prompt **Press** the green **ENTER** button
2. **Press** ▲ **2 times** to highlight **Applications**
3. **Press** the green **ENTER button** twice
4. Highlight **Tips and Tabs. Press ENTER twice**
5. Press ▼ to select **Untipped**. Press **ENTER**
6. Press ▼ to select "Add Tip By" method
7. Input the transaction specific info and press **ENTER**
8. Input $ amount of **Tip** to be added. Press **ENTER**
9. **Press** F2 **F2** Key to select **Yes** to confirm STOP

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Credit/Debit COUNTERTOP Models V5, V8, V8 PLUS

Retail Quick Reference Guide

Dējavoo℠ Systems

Rethinking Transactions.

Press and hold F1 the F1 Key to power on your terminal.

Your Dejavoo payment terminal is equipped with Event Driven software; The terminal will automatically choose the appropriate application based upon the swipe or entry of a card number.

CREDIT CARD SALE

1. **Swipe Credit Card** OR Manually Enter Card
2. If prompted Select **CREDIT**
3. **Input** the **$ amount** of the sale
   - If AVS is on, input AVS information
4. **Press** the green **ENTER** button
5. Terminal communicates with the Host
6. Receipts Print STOP

DEBIT CARD SALE

1. **Swipe** Debit **Card**
2. If prompted Select **DEBIT**
3. **Input $ amount** of the sale
4. **Press** the green **ENTER** button
5. Customer **Inputs PIN #** on the PIN Pad
6. **Press** the green **ENTER** button
7. Terminal communicates with the Host
8. Receipts Print STOP

SETTLING THE CURRENT BATCH

1. From the idle prompt **Press** green **ENTER** button
2. **Press** the green **ENTER** button twice
3. Input password if prompted
4. Terminal communicates with the Host
5. Reports Print STOP

VOID CREDIT TRANSACTION

1. **Swipe Credit Card** OR Manually Enter Card
2. If prompted Select CREDIT
3. **Press** ▽ **twice** until Display says **VOID**
4. **Input** the exact $ **amount** to be Voided
5. **Press** the green **ENTER** button
6. **Press** F2 to select OK
7. Terminal communicates with the Host
8. Receipts Print STOP

TICKET ONLY SALE

1. **Swipe Credit Card** OR Manually Enter Card
2. If prompted Select CREDIT
3. **Press** △ **once** until Display says **TICKET**
4. **Input $ amount** of the ticket
5. **Press** the green **ENTER** button
6. **Input** previously obtained **auth code**
7. **Press** the green **ENTER** button
8. Receipts Print STOP

AUTHORIZATION ONLY

1. **Swipe Credit Card** OR Manually Enter Card
2. If prompted Select CREDIT
3. **Press** △ **twice** Display says **AUTHORIZATION**
4. **Input** the $ **amount** to be authorized
5. **Press** the green **ENTER** button
6. Terminal communicates with the Host
7. Receipts Print STOP

Credit/Debit

COUNTERTOP Models V5, V8, V8 PLUS
Retail Quick Reference Guide

These steps have been provided as a guide for assistance with your Dejavoo Payment Device.

REPRINT RECEIPT COPY

1. From idle **Press** the green **ENTER** button
2. **Press** ▲ **2 times** to highlight **APPLICATIONS**
3. **Press** the green **ENTER** button **2 times.**
4. **Press** ▼ **3 times** for **REPRINT RECEIPT**
5. **Press** the green **ENTER** button
6. **Select** desired **option** & **Press ENTER**
7. Receipt Prints STOP

ON SCREEN HELP

For Immediate assistance with all the Terminal Functions, simply P**ress** the Press the **Dot** key on your terminal keypad

●

The **Help** will appear on the Terminal Display to assist with explanations/ next steps

Press the **RED X** Key to exit help

MY FAVORITES

Adding Favorites

1. **Press** the ⬆ key on any menu item
2. **Press** the F2 **F2** to select YES
3. Highlight the hotkey option to assign favorite to
4. **Press** the green **ENTER** button STOP

Managing Favorites

1. **Press** the green **ENTER** button
2. **Press** ▼ **3 times** to **highlight UTILITY**
3. **Press** the green **ENTER** button
4. If prompted input Password & Press **ENTER**
5. **Press** ▼ 3 times highlight **MANAGE FAVORITES**
6. **Press** the green **ENTER** button
7. **Select** desired **option** to edit & **Press ENTER**

Accessing Favorites

1. **Press** the F3 **F3** "favorites" **button**
2. **Highlight option** from list & press **ENTER** STOP

PRINT DAILY REPORT

1. From idle **Press** the green **ENTER** button
2. **Press** ▼ **1 Time** to **highlight REPORTS**
3. **Press** the green **ENTER** button **2 times.**
7. Report Prints STOP

RETURN TRANSACTION

1. **Swipe** Debit or Credit **Card**
2. If prompted Select CREDIT
3. **Press** ▼ **1 Time** until Display says **RETURN**
4. **Input $ amount** of the Return
5. **Press** the green **ENTER** button
6. *Terminal communicates with the Host
7. Receipts Print STOP

*Denotes: Dependent on capture type

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